

WEBINAR Troubleshooting

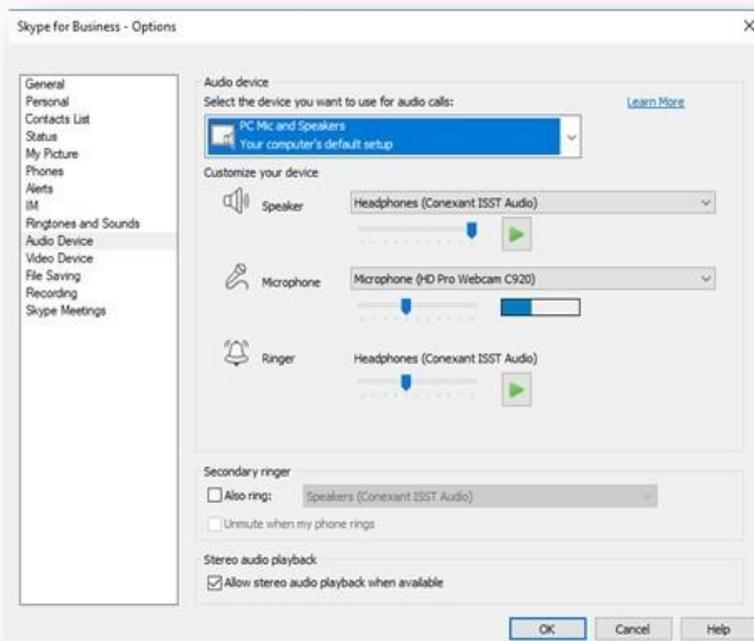
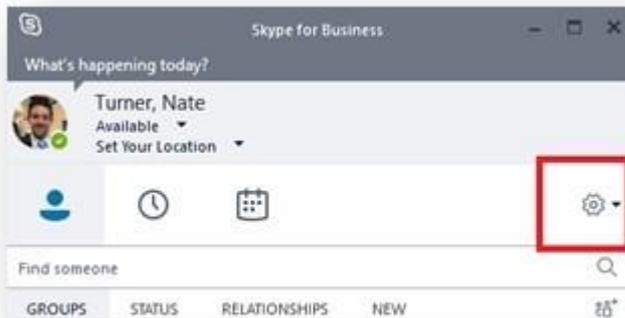
We are very sorry you are experiencing technical issues. Hopefully we can help you diagnose these so that you are able to benefit from the webinar.

We advise you use the desktop programme to access the WEBINAR if possible, using a wired connection. This usually results in fewer technical issues for attendees. You can download Skype for Business for free on the University website here:

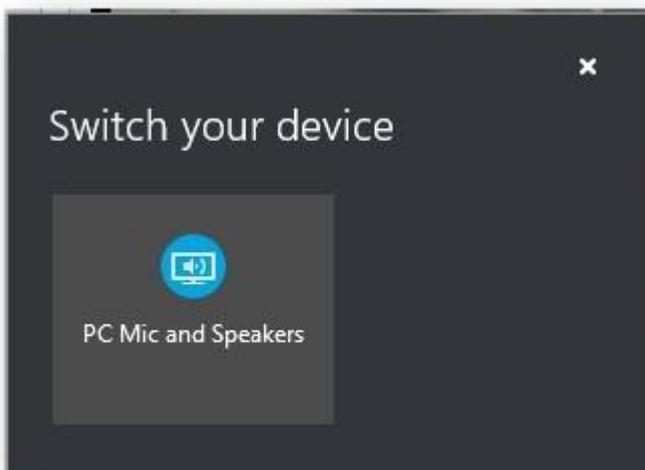
<https://as.exeter.ac.uk/it/skypeforbusinessync/skypeforbusinessyncforstudents/>

If you are experiencing sound issues, please use the Skype for Business troubleshooting guide initially to try and diagnose the issues you are experiencing. <https://support.office.com/en-gb/article/Troubleshoot-audio-and-video-in-Skype-for-Business-62777bc6-c52b-47ae-84ba-a8905c3b71dc>

If this doesn't work, it may be an issue with your audio device settings in Skype for Business. In the Skype for Business desktop programme, if you go to the 'cog' icon (settings) and select audio devices you can choose from a drop down which audio devices to use.



In the webinar window, if you click on the call controls icon you can select the devices you are using (if you have more than one installed).



If you are still having access issues, then you will need to contact SiD for further IT support.