e-Coaching (i.e, VBIE) General Troubleshooting Guidelines

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Four areas (MAC or PC) can pose problems –each needs to be examined to ensure the system is in good working order.

1. Internet connections (either end of the call)
2. Audio
3. Video
4. Recording (just re hit and it will usually work)

*IMPORTANT: When adjustments are made to audio, video, or any other component, hang up and call again (i.e., reconnect via Skype) if the correction does not readily occur.

Steps

Technical Considerations for Coaches

- Check online status to be sure Internet connection is established
- MAC (Call Recorder)—go to Skype toolbar, then select preferences to determine if all 3 settings are correct:
  1. Audio
  2. Video
  3. Recording
- Computer issues—Visit apple icon—see system preferences—see control panel—go to audio—
a. input   and   b. output—check both

PC Audio Troubleshooting with Teachers

- Use the blue button/cartoon—IM (Instant messaging) in Skype to guide the teacher through the audio or video trouble shooting
- FYI: When selecting audio settings, be certain to look for the "Bluetooth" options
- Go to Skype—menu bar—Tools, then Preferences—Audio to check the setting selected is Bluetooth, but NOT high quality
- Find Bluetooth connection to computer in the lower right hand corner—Bluetooth icon—ask what color (DO NOT TELL THEM WHAT COLOR TO LOOK FOR! Instead, ask them to you what color the center icon is) (FYI:

Green=connected, white or red=not connected); if not connected, the Bluetooth may need to be reinstalled, which requires the teacher to go offline. This takes about 5-10 minutes). Before reinstalling, the Bluetooth, if the dot is red or white, instruct the teacher to right click on the Bluetooth icon and follow the prompts to try to repair the Bluetooth with the computer. If this does not work, then reinstallation is needed. If repairing is successful, hang up and re-call.

- Go to Audio in the computer's control panel—open the control panel and check audio settings for Bluetooth audio—turn the headset off and on 3-4 times. Note: if Bluetooth has been off the charger, the computer may need to be restarted. Code is 0000 for everyone when the Bluetooth is repaired with the computer. Then, hang up, and re-call. Also, be certain that in the computer's control panel the mute box is not selected.
- Sometimes, the Bluetooth will need to be moved to another ear to be closer to the computer. Or, if there are too many obstacles (i.e., desks, chairs, kids) between the teacher and the computer, they may need to be repositioned to allow for a clearer audio connection.

PC <u>Video</u> Troubleshooting with Teachers

- Go the Skype top toolbar (Tools, then Options in PC or Preferences in Mac) to check video settings
  a. Be sure "Enable" is selected
  b. Then check, "Start Video Automatically"
  c. Also, be certain that the "Show that I have video to people in my contact list" is selected as well as "Receive video from people in my contact list" options are selected.
- Check the webcam to ensure that the green or blue light is illuminated.
- If the incoming video is blurry, ask the teacher to adjust the webcam, and/or if you cannot see the students or teacher ask the teacher to reposition the webcam
- If video does not work after checking all the settings, ask the teacher to unplug and re-plug the webcam into the USB. Hang up and re-call.
- If all fail, the hardware may need to be reinstalled (if so, reschedule the session).
- We have had occasions wherein the USB ports fail permanently. When that happens the school district tech person has to be contacted.