Check Sound and Video for Success

## Test Your Audio and Video Before You Go Online

Problem

The most common issue in online meetings is participants saying "Can you hear me?" or "I can't hear you." This usually happens because the wrong microphone or speaker is selected on their device.

## Solution: Pre-Meeting Audio/Video Check

Step 1: Access Settings

1. Click on your **profile** in the meeting application
2. Select **Settings** from the dropdown menu
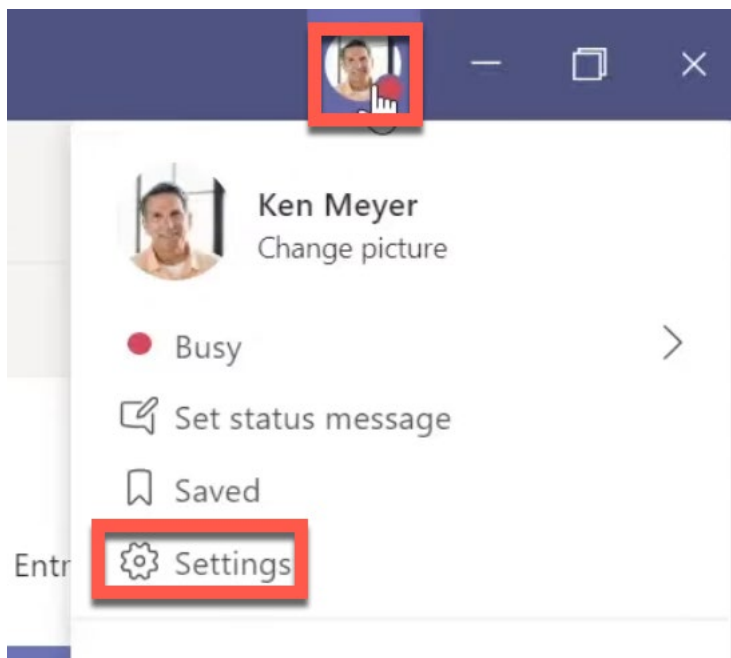
Step 2: Check Device Settings

1. Navigate to the **Devices** section
2. Verify the following settings are correct:
   a. **Speaker**: Ensure the correct audio output device is selected
   b. **Microphone**: Confirm the right audio input device is chosen
   c. **Camera**: Check that the proper video device is selected
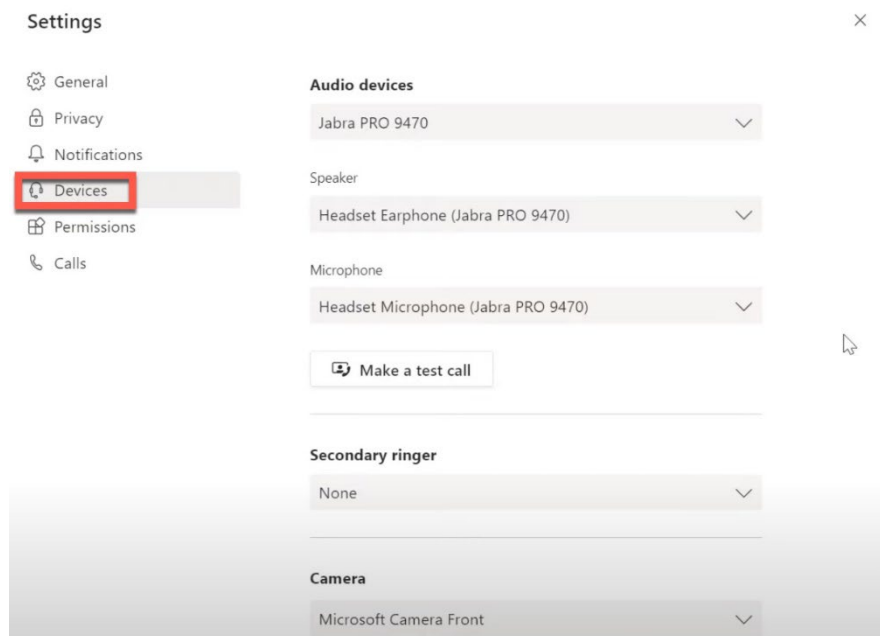
Step 3: Handle Multiple Devices

- This step is especially important if you have:
  - Multiple monitors connected
  - External speakers or headphones
  - USB microphones or headsets
  - Multiple cameras available

Step 4: Make a Test Call

1. Click on **"Make a test call"** button
2. This will initiate an online test call
3. During the test, you will hear exactly what other meeting attendees will hear
4. Use this opportunity to verify:
   a. Your voice is being picked up clearly
   b. Audio playback sounds good
   c. Video quality is acceptable

Microphone

Headset Microphone (Jabra PRO 9470)   ⌄

[🗪 Make a test call]
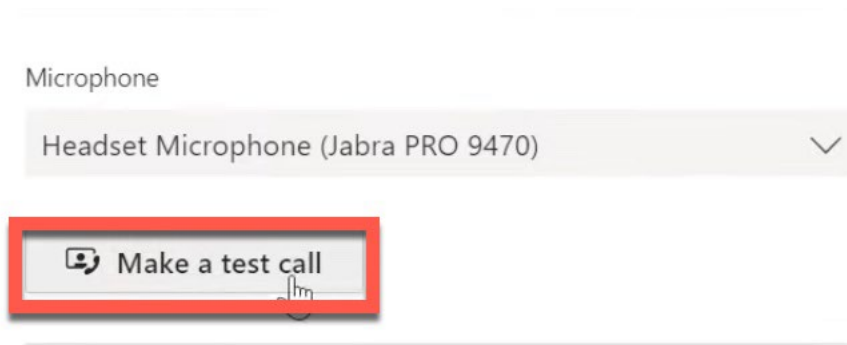
Why This Matters

- Ensures inclusive meetings where everyone can participate
- Prevents technical disruptions during important calls
- Saves time by identifying issues before the meeting starts
- Improves overall meeting experience for all participants

Best Practice

Always perform this audio/video check before joining important online classes or meetings, especially if you've recently changed your hardware setup or are using the platform for the first time.