Troubleshooting Tips for IVC Virtual Service Delivery

General Tips

Take notes. If you receive an error message, take detailed notes so you can research the problem. Write down the steps you took to fix your problem so you will remember how to do it in the future. *Pro tip:* start a shared document of technology issues and solutions so you can collaborate with the entire team.

Check your cords. If your mouse, headset, or keyboard are not working, check the cords to make sure everything is plugged in properly.

Test run. Allow significant time to do a test run before beginning IVC virtual services delivery by starting your device, checking your bandwidth, and checking your video conferencing audio and video feed. This will highlight any potential problems you may have before the service is started.

Restart the computer. Restarting the computer each morning before beginning your work is a good step; it can help solve a variety of issues. It is the easiest way to get a fresh start and clear any applications that may be unresponsive. Shutting applications down through task manager is the best way, but not the easiest.

Make a plan for technology challenges ahead of time. Before service delivery, prepare all participants for the steps to take when technology challenges occur. The best IT support technicians say following a set of procedures can catch the simple fixes quickly.

> Exchange phone numbers and have them readily accessible. This will allow the professional and the participant(s) the opportunity to text or call each other when a problem arises.

> Make notes of the type(s) of devices the family is using so you are better equipped to help when there is a problem.

> Send instructions for parents to follow when access is intermittent or interrupted.

> Share a tip sheet; you might even load the tip sheet into the meeting invite.

Common Problems

There is no Internet connection. The best approach is to disconnect and try again. Use a wired connection whenever possible. Help the family learn how to connect their device directly to their router.

Power button will not start the computer. Check the power cord to confirm that it is plugged in securely to the computer and the outlet. Make sure the outlet is working properly by plugging in another device and testing it. If the computer is plugged in to a surge protector, make sure that it is turned on. You may have to reset the surge protector by turning it off and back on. If you are using a laptop, the battery may not be charged. Plug in the charger and wait a few minutes before trying again.

An application is frozen. Force quit the application. On a PC, you can press (and hold) Ctrl+Alt+Delete (the Control, Alt, and Delete keys) on your keyboard to open the Task Manager. On a Mac, press and hold Command+Option+Esc. You can then select the unresponsive application and click End task (or Force Quit on a Mac) to close it. If force quit does not close the frozen application, restart the computer.

The computer is frozen. To restart a Windows computer, press and hold Ctrl+Alt+Delete on your keyboard to open the Task Manager. Next, locate and select the program that is frozen from the Processes tab and click "Restart". You may need to click "More Details" at the bottom of the window to see the Processes tab. To restart a Mac computer, press and hold Command+Option+Esc on your keyboard to

open the Force Quit Applications dialog box. Next, locate and select the frozen program, then click "Relaunch". If that does not work, hold the power button down for 5-10 seconds to force the computer to shut off, or unplug the computer from the power outlet. As a last resort, you can remove the battery from a laptop to turn it off.

The sound is not working. Check that the volume is turned on, and is turned all the way up. If you are using headphones, make sure the volume setting for headphones is turned on. In the settings on your computer, you can check to see if the headphones are selected as the audio source. Many computers have different settings for video and audio players. If you are using external speakers, be sure that all cords are properly plugged in and connected in the right ports. Make sure the video conferencing platform you are using has permission to use your microphone; this can also be found under settings.

The webcam is not working. Make sure the camera is not open in another application. If it is, close the application and restart the video conferencing platform. If you are using an external webcam, be sure that all cables are plugged in properly and in the correct ports. If everything is properly connected, try unplugging and reconnecting all cables and/or USB accessories. After the preceding tips have been tried, and the external webcam is still not working, unplug the device and restart your computer. Once the computer is back on, try reconnecting the webcam. Make sure the video conferencing platform you are using has permission to use your camera; this can be found under settings.

Video connection is unstable or choppy. Test your bandwidth to be sure you have the required speeds. A good broadband connection means there is a greater capacity to send and receive data, and results in higher video quality. Video streaming (a component of video conferencing) requires a high-speed bandwidth to function best. A minimum bandwidth or download speed of 8 Mbps is required, while it is preferred to have 12 Mbps. Upload speeds better than 1.5 Mbps are required, while 5 Mbps is preferred and is best for high-quality audio and video feed from your computer. You can check your internet speeds for both Wi-Fi and Ethernet cables by going to www.speedtest.net. If Wi-Fi speeds are low, consider using an Ethernet cable to be plugged in directly to your router or computer. If Ethernet speeds are low, contact your service provider to see if they can help.

There's a problem with the interactive video conferencing platform. If you encounter an issue with the video conferencing platform itself (e.g., Zoom, Cisco, etc.), the platform's website will mostly likely be able to provide you with additional guidance, including tutorials and customer support.