



## Reference 05—Webinar Troubleshooting Guide

Before contacting IPER staff or iLinc Technical Support, check to see if your issue is noted in the following tables.

*Table 1: Important Contact Numbers*

| CONTACT NAME  | NUMBER         | EMAIL                    |
|---|----------------|--------------------------|
| IPER Staff #1   | 678-364-3882   | iper@statearchivists.org |
| IPER Staff #2   | 678-628-7227   | iper@statearchivists.org |
| iLinc Technical Support                                 | 1-800-799-4510 |                          |
| Your Conference Number and Passcode (fill in)           |                |                          |
| Your Alternate Conference Number and Passcode (fill in) |                |                          |

*Table 2: Audio Issues*

| AUDIO ISSUE  | SOLUTION   |
|--|--|
| <p><b>1 One participant cannot hear you</b></p> <p><b>(See also: Issue Audio Issue #3)</b></p> | <ol style="list-style-type: none"> <li>Using Private Chat, instruct the participant to dial back.</li> <li>Make sure the participant dialed the correct conference line Dial-in Number and Passcode. Type the information into the Chat tool.</li> <li>Remind the participant that the audio will come from the phone and not the computer speakers. We recommend that participants should use headsets on their telephones, and that the volume is turned up.</li> <li>If the participant still cannot hear you, and the session is being recorded, tell them that you will email information on how they can download the iLinc recording from the IPER Resource Center.</li> <li>Tell them to check with their telephone service provider for assistance.</li> </ol> <p><b>Note:</b> If you are in Session 4 and the participant cannot take the post-test, they can view the generic course or a recording of this course if available. Inform the participant that you will provide further instructions via email. Coordinate with the IPER staff and follow up with the participant as appropriate.</p> |



| AUDIO ISSUE |   | SOLUTION   |
|-------------|---|--|
| 2           | <b>No one can hear you</b>                                    | <ol style="list-style-type: none"><li>1. Make sure your phone is not muted.</li><li>2. Inform the other instructor via Chat that you are having difficulties and ask him or her to take over.</li><li>3. Hang up and dial back in.</li><li>4. If you still cannot connect, change phones.</li><li>5. If you still cannot connect, inform the other instructor via Chat.</li><li>6. The other instructor should continue with the session.</li></ol>  |
| 3           | <b>A participant cannot enter the phone conference room</b>   | <ol style="list-style-type: none"><li>1. Tell the participant to hang up and dial back in.</li><li>2. Make sure the participant dialed the correct conference line Dial-in Number and entered the correct passcode. Type the information into the Chat tool.<br/><b>Note:</b> Some phones do not make the “right tone” and sometimes the conferencing software cannot “hear” the passcode.</li><li>3. If the conference system you are using has an operator assistance feature, use the Chat tool to instruct the participant to dial the conference number and follow the conference line’s instructions for operator assistance. The participant will need the passcode handy. An operator will connect them to the conference.</li></ol> |
| 4           | <b>You cannot enter the phone conference room</b>             | <ol style="list-style-type: none"><li>1. Hang up and try dialing back in.</li><li>2. Make sure you dialed the correct conference line Dial-in Number and entered the correct passcode.<br/><b>Note:</b> Some phones do not make the “right tone” and sometimes the conferencing software cannot “hear” the passcode.</li><li>3. If the conference system you are using has an operator assistance feature, follow the conference line’s instructions for operator assistance. You will need the passcode handy. An operator will connect you to the conference.</li></ol>  |
| 5           | <b>Audio quality is bad or is not working for the session</b> | <ol style="list-style-type: none"><li>1. Check your equipment.</li><li>2. If your equipment is functioning, use the Chat tool and tell everyone to hang up and dial back in. Type the Dial-in Number and passcode in the Chat tool.</li><li>3. Instructors should also hang up and dial back in.</li><li>4. If the quality is still bad or the audio is not working, use the Public Chat tool to ask the participants to hang up and dial the alternate number.<br/><b>Note:</b> Your alternate number should be a different provider/carrier. Use the Public Chat tool to communicate instructions with the participants and the Private Chat tool to communicate with the instructional team.</li></ol>                                    |



| AUDIO ISSUE |   | SOLUTION  |
|-------------|---|---|
| 6.          | <b>A participant put the phone on “HOLD” and everyone hears hold music or a recording</b> | <ol style="list-style-type: none"> <li>1. The non-presenting instructor should launch a Powerboard with a message alerting the group that someone accidentally put their phone on hold instead of mute and to please take their phone off hold and hang up.</li> <li>2. The non-presenting instructor should try dialing 0 for the company/agency “operator.” (This may actually work in some conferencing systems!) If someone answers, say, “wrong number,” and wait for the other party to hang up.</li> <li>3. If you get a recording loop, try to listen to the instructions or an organization name. Look on the participant list and see if you can match a name with the organization. If you find a match, the nonpresenting instructor should email or privately call the participant.</li> <li>4. If none of the above works, and it is impossible to continue, use the Public Chat tool to ask the participants to hang up and dial the alternate number. Type the new number and passcode into the Chat tool and/or put up a Powerboard with the new dial-in information.</li> </ol> |

*Table 3: iLinc Issues*

| iLINC ISSUE |   | SOLUTION   |
|-------------|---|--|
| 7           | <b>One participant cannot log in to iLinc</b> | <ol style="list-style-type: none"> <li>1. Instruct the participant to double-check the Reminder Email for (this session), and click the link under “Joining the Webinar.”</li> <li>2. Make sure that the participant typed the same email address into the iLinc Session Log-In screen to which the welcome email was sent.</li> <li>3. Send the participant another invitation: In your iLinc Client Application, select “Session” from the Menu Bar, and then “Send Invite.” Complete the information and send the invitation.</li> <li>4. Direct the participants to call iLinc’s technical support at 1-800-799-4510.</li> </ol>   |
| 8           | <b>You cannot log in to iLinc</b>             | <ol style="list-style-type: none"> <li>1. Double-check the session information.</li> <li>2. Let the other instructor know that you are having difficulties and need for him or her to take over.</li> <li>3. Make sure your Internet connection and computer are functioning properly.</li> <li>4. If your computer and Internet are functioning properly, contact iLinc’s technical support at 1-800-799-4510.</li> <li>5. If you cannot log on, and the other instructor needs a speaking break, the other instructor should continue to show the slides and run iLinc while you instruct from your IG. You may need to provide verbal cues, such as “next slide” or “go ahead and launch polling question x.x,” etc.</li> </ol> |






| iLINC ISSUE |  | SOLUTION   |
|-------------|--|--|
| 9           | <b>No one can log in to iLinc (at the beginning of the session)</b>            | <ol style="list-style-type: none"><li>1. Dial into the conference call.</li><li>2. Let participants know that there is some technical difficulty and that you will notify technical support.</li><li>3. One instructor should continue with the session. Instruct participants to follow along using their Participant Guides. Call out slide numbers and PG page numbers as you go.</li><li>4. The non-presenting instructor should contact the IPER staff from the phone list to verify the session information. If you get new log-in information, be prepared to share that information with the group.</li><li>5. If the session information is correct, then contact iLinc's technical support at 1-800-799-4510.</li><li>6. If iLinc is down, continue with the session, referring participants to their PGs and calling out slide numbers. One instructor should periodically check to see if or when iLinc comes back up.</li></ol> <p><b>Note:</b> If you are in Session 1, and you cannot resolve the issue, <b>you must reschedule</b> the session because it is not possible for participants to make up the pre-test. Inform participants that you will provide further instructions via email. Coordinate with the IPER staff and follow up with the participants as appropriate.</p> <p>If you are in Sessions 2, 3, or 4, depending on your preference, you may continue teaching using the PGs, or you may elect to reschedule the session. If you elect to reschedule, coordinate with the IPER staff and follow up with the participants as appropriate.</p> <p>If you are in Session 4 and choose to continue, but cannot conduct the post-test, inform participants that they will be given instructions via email about how to take the test. After the session, coordinate with the IPER staff and follow up with the participants as appropriate.</p> |
| 10          | <b>Your iLinc freezes (or your browser crashes) in the middle of a session</b> | <ol style="list-style-type: none"><li>1. Let the other instructor know that you are having difficulties and need for him or her to take over.</li><li>2. Restart your computer and log back in.<br/><b>Note:</b> If you get an error message stating that you are already logged in, <b>wait for 5 minutes</b> and try again. It takes a little time for iLinc to realize that you are gone.</li><li>3. If you are still experiencing a problem, make sure your Internet connection and computer are functioning properly. If your computer and Internet are functioning properly, contact iLinc's technical support.</li><li>4. If you cannot log on, and the other instructor needs a speaking break, the other instructor should continue to show the slides and run iLinc, while you instruct as usual. Provide verbal cues, such as "next slide please," or "launch polling question x.x," etc.</li></ol>   |



| iLINC ISSUE |   | SOLUTION   |
|-------------|---|--|
| 11          | <b>iLinc stops for everyone in the middle of a session</b>                    | <ol style="list-style-type: none"><li>1. Check the session time. If the session has continued past the scheduled completion time, you will not be allowed to rejoin the session because the system, based on the start/stop time, will consider the session ended.</li><li>2. If your session time is not over, let participants know that there is some technical difficulty and that you will notify technical support.</li><li>3. One instructor should continue with the session. Instruct participants to follow along using their PGs. Call out slide numbers and PG page numbers as you go.</li><li>4. The other instructor should contact iLinc's technical support at 1-800-799-4510.</li><li>5. If iLinc is down, continue with the session, referring participants to their PGs and calling out slide numbers.</li><li>6. One instructor should periodically check to see if or when iLinc comes back up.</li></ol> <p><b>Note:</b> If you are in Session 1, and you cannot resolve the issue, <b><u>you must reschedule</u></b> the session because it is not possible for participants to make up the pre-test. Inform participants that you will provide further instructions via email. Coordinate with the IPER staff and follow up with the participants as appropriate.</p> <p>If you are in Sessions 2, 3, or 4, depending on your preference, you may continue teaching using the PGs or you may elect to reschedule the session. If you elect to reschedule, coordinate with the IPER staff and follow up with the participants as appropriate.</p> <p>If you are in Session 4 and choose to continue, but cannot conduct the post-test, inform participants that they will be given instructions via email about how to take the test. After the session, coordinate with the IPER staff and follow up with the participants as appropriate.</p> |
| 12          | <b>You or a participant lost connection with iLinc and cannot get back in</b> | <ol style="list-style-type: none"><li>1. Check the session time. If the session has continued past the scheduled completion time, you will not be allowed to rejoin the session because the system, based on the start/stop time, will consider the session ended.</li><li>2. If the session time is not over, and an error message appears stating that you are already logged in, <b>wait for 5 minutes</b> and try again. It takes a little time for iLinc to realize that you are gone.</li><li>3. If the participant still cannot log in, direct the participant to call iLinc's technical support at 1-800-799-4510.</li><li>4. If you are not able to log in, the other instructor should take over and continue with the session.</li></ol>  |



| iLINC ISSUE |   | SOLUTION  |
|-------------|---|---|
|             |   | <p><b>Note:</b> If you are in Session 1, and the participant cannot log in to take the pre-test, the participant must reschedule because it is not possible to make up the pre-test. Inform the participant that you will provide further information via email. Coordinate with the IPER staff and follow up with the participant as appropriate</p> <p>If you are in Sessions 2, 3, or 4, tell the participant to follow along in the PG.</p> <p>If you are in Session 4 and the participant cannot take the post-test, inform them that they will be given instructions via email about how to take the test. After the session, coordinate with the IPER staff and follow up with the participant as appropriate.</p>   |
| 13          | <b>“You are already logged into iLinc” error message</b>  | <p>If you or a participant crash and try to log back in to iLinc and receive an error message that you are already logged in:</p> <ol style="list-style-type: none"> <li><b>Wait for 5 minutes</b> and try again. It takes a little time for iLinc to realize that you are gone.</li> <li>Continue to follow along using the PG.</li> </ol>   |
| 14          | <b>Participants cannot see the Feedback Tool</b>  | <ol style="list-style-type: none"> <li>Make sure that you have expanded the Feedback tool for everyone.</li> <li>Remind participants that the Feedback tool is on the left of the iLinc Session Room window, in the middle, and that they can expand or collapse the tool themselves by clicking the little triangle on the top left.</li> </ol>  |
| 15          | <b>Participant complains that connection is slow or that it is taking a long time for the slides/images to load</b> | <p>If the participant has a weak connection, a bandwidth monitor will appear next to the participant’s name indicating the strength of the participant’s connection as shown below:</p> <ul style="list-style-type: none"> <li>–  = Weak connection</li> <li>–  = Very weak connection</li> <li>–  = Disconnected</li> </ul> <ol style="list-style-type: none"> <li>If it is weak, let the participant know. Instruct the participant to try logging out / logging back in.</li> <li>Tell the participant to close other applications that they may be running.</li> <li>If the problem continues, tell the participant to follow along using the PG. Call out slide numbers. Suggest they try connecting from a different computer or Internet connection if possible.</li> </ol> |



| iLINC ISSUE |  | SOLUTION   |
|-------------|--|--|
|             |  | <ol style="list-style-type: none"><li>4. While there is no indicator alerting you if your connection is weak, do the following:<ul style="list-style-type: none"><li>– Close other applications you may be running.</li><li>– Do not use Application Share, as that can “eat” bandwidth.</li></ul></li><li>5. If you or the participant cannot resolve the issue, call iLinc Technical Support before the next session for advice.</li></ol>           |
| 16          | <b>Participant is stuck in “zoomed-in” or “full-screen” mode</b>       | <ol style="list-style-type: none"><li>1. Let the group know that you are going to do some quick troubleshooting.</li><li>2. Select “Controls” from the menu bar.</li><li>3. Select “View.”</li><li>4. Select “Zoom for All” or “Full Screen for All” (this will affect everyone).</li><li>5. Deselect “Zoom for All” or “Full Screen Mode” to put everyone back in the default view.</li></ol>   |
| 17          | <b>Participant is stuck in iLinc’s “How to Take a Test” popup/tab.</b> | <ol style="list-style-type: none"><li>1. Tell the participant to look at the top of the content area.</li><li>2. Call out the tabs that they might see (Start, Session Slides, Test, and WebSync URL).</li><li>3. Tell the participant to click on the “Test” tab (it will probably be toward the end).</li></ol>  |
| 18          | <b>Participant can’t follow along in WebSync</b>                       | <p>Remind participants that they have full control and can scroll along as you call out instructions.</p> <p><b>Note:</b> Participants cannot see instructors interacting with the site (scrolling, moving their cursor, etc.), so you’ll need to call out instructions on what to do (“scroll down,” “select this,” etc.).</p>  |
| 19          | <b>Participants can’t see a PDF or document that you are sharing</b>   | <p><b>Note:</b> Depending on their computer configurations, software programs may launch on participants’ computers instead of in the iLinc browser. WebSync opens in the iLinc Window; PDFs and Word documents may open either in the iLinc Window or launch a separate program on participants’ computers.</p> <p>Tell participants to look at the program buttons next to their Start Button (Windows) and look for a new PDF or Word document.</p> |

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