Virtual Early Intervention
Troubleshooting Guide for Families

Problem	Check These likely culprits	Potential Remedies
Poor Audio Quality	Microphone input may not be attached	Check to make sure all microphone cords are tightly pushed into the computer or device Ensure that the microphone cord is not damaged
	Audio/speakers may be on mute or low volume	Ensure that the audio volume on your device (computer, phone, tablet etc) and on Webex is set to high, and that the mute setting is not accidentally engaged.
Picture Freezes	Connection speed (bandwidth) is insufficient	Ensure that no one else is using the wi-fi connection (that would impact the bandwidth). If no one else is on the connection, move closer to the router or connect your device directly to the router.
	Drivers for the operating system/webcam may be out of date	Download the latest drivers from the creator of the operating system and/or manufacturer of the camera
No video/Poor Video Quality	Video turned off in Webex	Hover near the bottom of the Webex session and a menu bar will pop up. Ensure that the video icon is not red. If the icon is red, click on it to enable the video camera.
	Lighting is too low or subject is "backlit"	Avoid being positioned in front of a bright window or light. Find a spot where a window or a lamp is casting a light on the faces or is in front of everyone.
	Connection speed too slow	Your network may need to be refreshed by turning on and off the router and/or the modem. Turn off Wi-Fi on all other devices.
	Video Camera on device is poor quality	Consider purchasing an inexpensive external camera for your device.
	Camera isn't properly configured in the operating system	Check the setting on your device to make sure that the camera is set to high quality.
Can't see child on camera	Camera may not be positioned properly	Consider utilizing a "stage" with a family, such as a blanket on the floor. A child can also be in a highchair or a booster seat closer to the camera depending on their routine.

If issues persist, please go to https://help.webex.com/contact and select an option for support of either **Chat**, **Call**, or **Open a Case**.

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