LIVESTREAM TIPS:

1. **Check yourself out.** Seeing yourself speaking can be weird. Check your lighting and the visuals in your space. You'll feel so much more confident if you're comfy.
2. **Be a bit early.** Get yourself set up 30 minutes early to make sure everything is working. Most problems can be solved in a few minutes, and it's always better to sort it before you have a live audience.
3. **Make sure your internet connection is good.** If you're unsure of your connection speed, use the free Speed Test software. Your download and upload speed needs to exceed 1000kbps to videochat.
4. **Close your tabs.** If you're one of those people with a million programs going at once, shut down all unnecessary software and browser tabs (especially programs which use your webcam or microphone).
5. **Shhhhhhh.** Make sure your space is quiet, your phone is on silent and any housemates or colleagues are informed to keep noise down during your recording session.
6. **Turn it off and on again.** You know that old trick? If you're having any issues, change your browser or restart your computer (this will usually solve the problem).

TROUBLESHOOTING TIPS:

If the person you're calling can't hear or see you, try these steps:

Step 1: Check your hardware

1. Make sure your microphone, camera, and speakers are plugged in to your computer and turned on (microphone isn't muted).
2. If you connect any of your hardware using USB, check if you need to install software from the device manufacturer.
3. Make sure other programs on your computer aren't using your microphone, camera, or speakers.

CAMERA SETTINGS ON YOUR PC

1. Go to **Start** , then select **Settings** > **Privacy** > **Camera**.
2. Choose your preferred setting for **Let apps use my camera**.
3. Under **Choose apps that can use your camera**, turn on or off individual settings for apps and services.

CAMERA AND MICROPHONE SETTINGS ON YOUR MAC

1. Click the **Apple** icon present in the top left corner of the screen.
2. Click **System Preferences.**
3. Under system preferences select **Sound**.
4. Under Sound select the **Input** tab.
5. The list of recording devices will appear. Make sure that the **Internal Microphone** is selected. Try speaking into your microphone, and look for blue bars moving beside Input Level while you talk.
6. If the blue bars are rising while you are speaking that means your microphone is properly configured.
7. If the blue bars are not rising while you are speaking into the mic, keep following the instructions.

8. Drag the slider all the way to the right, to set the max volume.