This presentation will include the following:

- Troubleshooting Audio
- Mute/Unmute
- Chat
- Raising Your Hand
- Tips for Success
If you are having audio issues, you can have the meeting call you on your phone.

1. At the top of the screen, select the Audio & Video menu, then → Switch Audio.

2. This will bring up a small screen as shown to the right. Enter your telephone number and then press Switch.
To Mute: Select at the bottom of the meeting window. You'll know it's working when the mic icon turns red.

Select it again to Unmute.

You can also mute/unmute by selecting the microphone next to your name in the participants panel.
To send a chat message:
1. Open the Chat panel.
2. In the To: drop-down list, select the recipient of the message (Host is selected in this example).
3. Enter your message in the chat textbox. Depending on the operating system you use, follow this step:
   Windows: Click Send. Mac: Select enter on your keyboard.
4. Also, if you go to the participants panel and click on a participants name to highlight it, a chat bubble icon will appear, and their name will now appear in the “To:” field in the chat box.

To resize Chat box:
Hover over the chat box bar and a double-ended arrow will appear which will allow you to enlarge or minimize the size of the chat box.
How to Raise your Hand:
Sometimes the host of the meeting will ask participants to “Raise their hand” to indicate their preferences or feedback on a question. This is done by clicking on the hand icon at the bottom right of the participants panel.

When you've been called on or to withdraw your request to speak lower your hand by clicking on the same button.

Pressing *3 on your phone will also raise your hand. Be sure to press *3 again to lower your hand after speaking.
Suggestions for a successful Event:

- Have the meeting call you for best audio and keep phone plugged in to keep battery charged
- Keep your audio muted until you are ready to speak. Be sure to re-mute when finished speaking
- Turn off VPN to conserve bandwidth
- Connect to a modem with an ethernet cable if possible, for best connection instead of WiFi
- Have your Participants List and Chat Box up on your screen for easy access
- Login early to the meeting in order to work out any audio issues