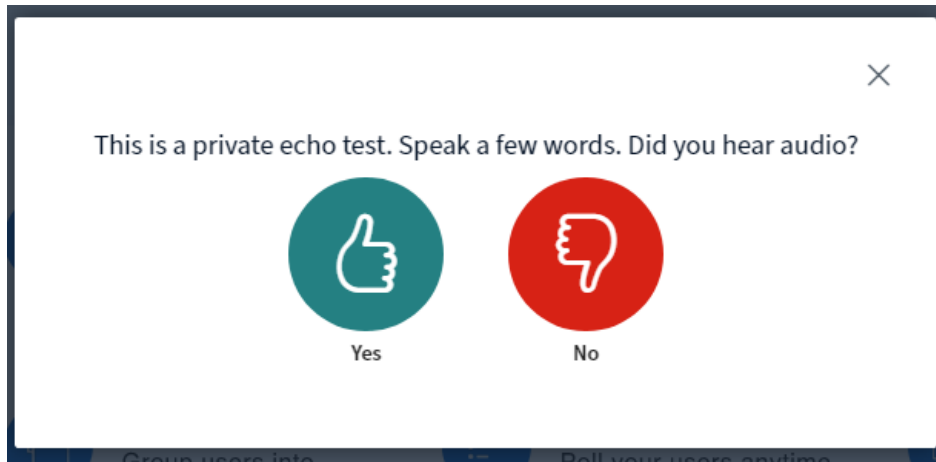**<u>Sound or microphone issues</u>**

If your microphone has gone off and other participants cannot hear you, try to refresh the browser page by pressing Ctrl + F5 or Shift + F5.
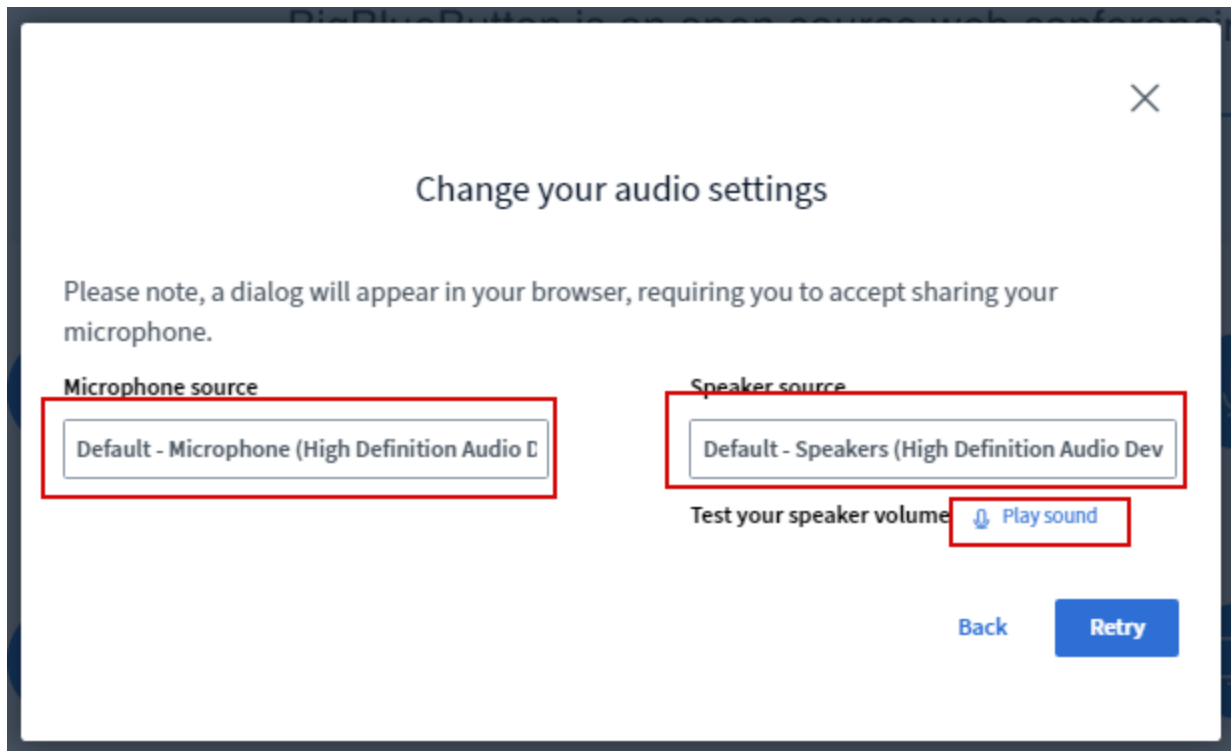
If it does not help, please close the online video-conference session and turn it on again.

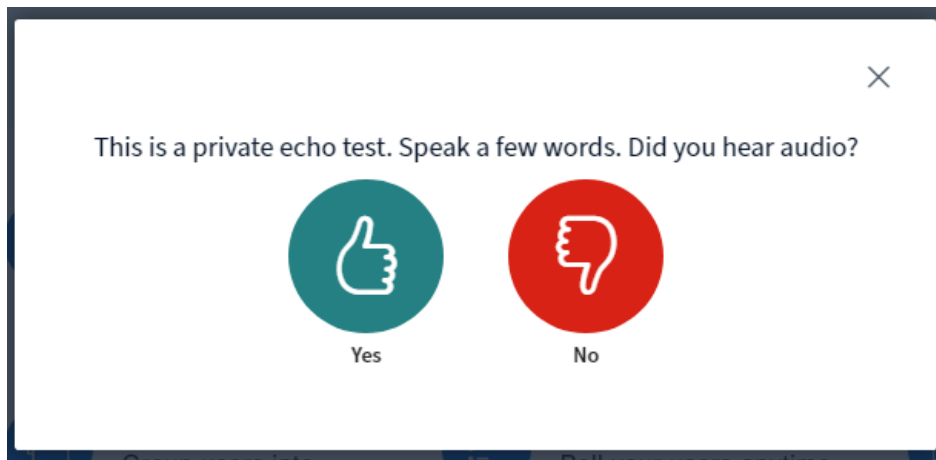Another possible solution for the problems with a microphone:

The following window appears after you have chosen to turn on microphone:

Choose "No". The window for choosing a sound recording or playing device will appear.

Then choose a right sound (microphone and/or speaker) source. If necessary, test the device by pressing the "**Play sound**" button. Press "**Retry**" button after choosing the right device. After the test, the window will apear again:

Choose "**Yes**".

Problems with presentation

If your presentation was loaded but the black screen appears, press the button F5

Problems with joining of students to the video-conference

Students cannot join to videoconferences, which have "Guest" access status. They have to sign up for the following videoconference either by having a keywork or by being signed up manually.