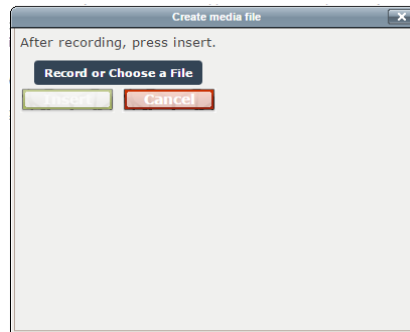


## Trouble shouting my audio and video.

1. When I click on the mic or camera icon, This window pops up:



This window displays because you

- are not using Chrome latest version

SOLUTION: Read the guides: Install Chrome (see the "Tech Support" menu in the left navigation)

2. After I click Insert for my audio or video file a number displays.

A screenshot of a 'Response Box' in a learning management system. The page title is 'W0 Part 5: Connotations'. The text in the response box reads: 'Tom H calls his new home his "new digs." says the long-term health care facility is "posh" and suggests the people are probably "holly-toity."'. Below this text are two numbered questions: '1. What do Tom H's word choices tell you about his impressions and attitudes toward the place and the people there?' and '2. Which words could you use that have the same meaning as "holly-toity" but give a different feeling about the place and the people there? Provide at least two alternative words.' A red arrow points to the number '23' in the response box. The response box has a rich text editor toolbar above it and 'Save' and 'Cancel' buttons at the bottom.

This is because the configuration of your browser has not taken place.

SOLUTION: Log out from the CCCN platform, close Chrome and open again.

**3. I can't hear my audio file or I cannot see my video when I try to play.**

Please email tech support. Send a message to Tech Support, link is located in the right navigation in the "Tech Support" menu of the PEG site.