



## Troubleshooting Most Common Problems

Most common problems can be solved by trying these three things:

- Refresh the browser window in which you have iCollaborate loaded (you may have to login to iCollaborate again).
- Try using a different browser (if you haven't been using Chrome you may want to try it).
- Restart your computer and try again. If you have an external webcam, make sure your webcam is plugged in when you restart the computer.

### Here is a list of common problems and links to solutions

1. I can't get my mic or webcam to work. [Click here](#) for some tips.
2. I keep getting disconnected (losing my connection to the server). [Click here](#) for tips.
3. My audio and video are lagging during my meeting. [Click here](#) for tips.
4. The video image of the person I am meeting with is "frozen." [Click here](#).

There is much more support information available on our [support page](#).

For support inquiries, please email [support@icollaborateonline.com](mailto:support@icollaborateonline.com)