When the equipment fails

It is worth having a plan in case the hardware in the room in which you have been assigned to teach fails. It is frustrating when things do not go to plan, and hard to troubleshoot or come up with a new plan when so many people are waiting on you to start. If you consider different scenarios ahead of time and understand how far you can proceed without a particular element or piece of hardware, you will be able to proceed when such situations arise.

- Deal with the situation calmly and professionally.
- Follow the guidelines here or your own troubleshooting plan.
- Remember, having problems is not in your control. How you deal with them is.
Before you encounter trouble

**Consider** what the general back-up plan for online participants will be and communicate that to them as part of the general module information. For example, if they cannot access an MME session, will they be expected to watch a recording or are you able to offer them a compensatory online session at another time?

**Set** a standard amount of time to try to resolve the issue before you move on with the lecture for those in the room. Communicate that to both those present and those online (if you can) so that you do not let the issues take up what could be useable time.
In the moment

Communicate with both sets of students what is going on. You can use the teaching platform chat or post a quick note to the module’s newsfeed on QMplus, which will automatically send an email to your students.

Call the AV helpline 020 7882 (ext.) 6550. Alternatively access the IT Live Chat using the button on https://www.its.qmul.ac.uk/

Ask your teaching fellow or MME steward to try to solve the problem, if one is present.

Read through the instruction sheet on the panel step-by-step. Try to log out of your profile on the desktop or restart teams/zoom/collaborate and then follow the instruction sheet exactly.

NOTE: Restarting the entire desktop or turning off the AV console can sometimes take a long time. Consider other options before trying this.

Ask your teaching fellow or MME steward to try to solve the problem, if one is present.
### After the incident

<table>
<thead>
<tr>
<th>Report</th>
<th>Report the issue to AVS/ITS by raising a ticket. If there was an MME steward with you during the incident, confirm that they have also reported it.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Communicate</td>
<td>Communicate with your online students what happens next. That may include links to recordings of the lecture, or a new date/time for a new session.</td>
</tr>
<tr>
<td>Reflect</td>
<td>Reflect on how you dealt with the issue and how you could revise your troubleshooting plan going forward.</td>
</tr>
</tbody>
</table>
What happens if – online students cannot join the session?

Set up and share an alternate link if it's easy to do so and you can easily communicate with the online students.

If you can access the session, try recording the lecture using the teaching platform so that it can easily be shared after the lecture. You can also turn on Q-Review to capture an additional recording of the session.
What happens if – online students cannot hear me or students in the room?

- If you are using a lapel or handheld microphone, ensure they are switched on.
- Check the microphone settings in the teaching platform. Communicate with students via the chat as you test different microphone options.
- If online student can hear you but not students in the room, repeat questions or comments for the benefit of those online.
- If no microphone options work, let the online students know that you will try to record the session using Q-Review and that you will follow-up with to discuss alternatives.
What happens if – online students cannot see me or students in the room?

1. Check the camera settings in the teaching platform. Communicate with online students as you test different camera options.

2. Confirm that the online student can see any of other content you are still sharing.

3. Ask the online students if they wish to continue without seeing you. They may find they are able to participate by listening and viewing shared content, like slides.

4. Consider turning on Q-Review to try to capture a recording that includes a view of you.
What happens if –
I cannot share my content or activities with those online?

- Send content via another means. Share the slide file with the online students via the chat and signal where you are throughout the lecture.
- Ask those in the room to take pictures of whiteboards or other in-room content to share via the chat or other communication channels.
- Communicate with the online students after the session to find out what they still need.
Remember

- For urgent AV/IT issues in the teaching rooms call 020 7882 (ext.) 6550
- Alternatively access the IT Live Chat using the button on https://www.its.qmul.ac.uk/
- To report issues after the fact, raise a ticket on the Self-Service Portal, email servicedesk@qmul.ac.uk or call 020 7882 8888.
- Learn how to escalate an issue if you are concerned it has not been resolved. More information on that can be found here.
Thank you