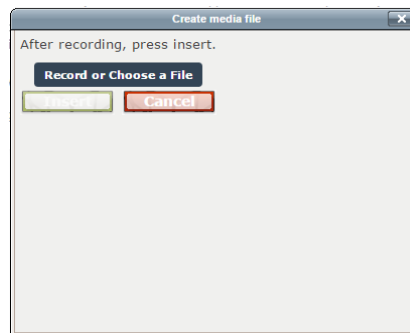# Trouble shouting my audio and video.

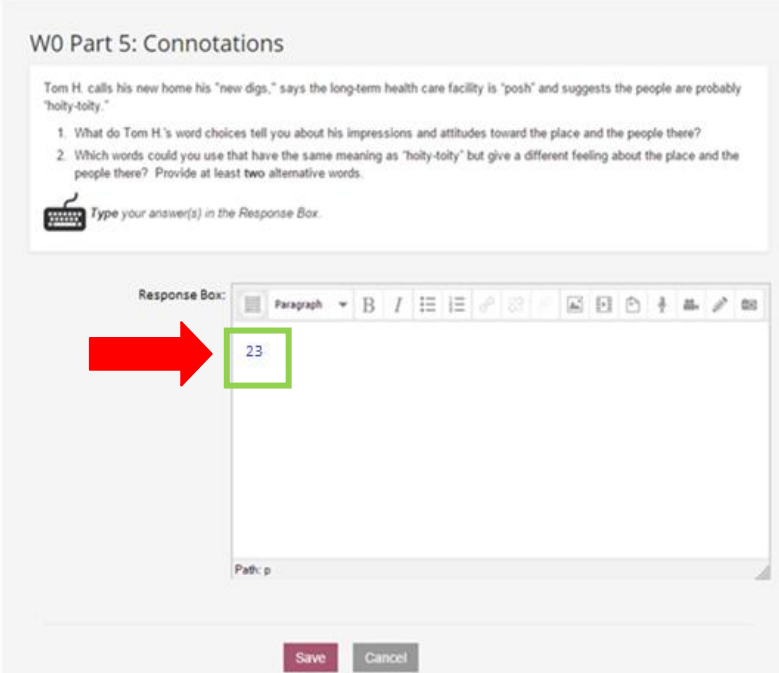**1. When I click on the mic or camera icon, This window pops up:**

This window displays because you

   • are not using Chrome latest version

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

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

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 schedule an appointment with tech support.

To schedule an appointment:

1. Select the time slot that works best for you under "Schedule Tech Support" located in the left navigation menu "Tech Support".

2. If you have not yet installed skype follow instructions here

3. If you have not yet added cccn.techsupport as a Skype contact, do so now. Simply go to Skype and add cccn.techsupport as a contact. In your message, indicate that you are a CCCN student.

4. Technical Support will contact you through Skype at your selected time, so be sure you are online and signed into Skype at that time.