

LIVE INTERVIEW TROUBLESHOOTING GUIDE

HAVING TROUBLE WITH YOUR LIVE INTERVIEW? HERE ARE SOLUTIONS TO COMMON ISSUES RECRUITERS & CANDIDATES MAY ENCOUNTER DURING THEIR LIVE INTERVIEW.

MICROPHONE			
PROBLEM	CAUSE	SOLUTION FOR OSX	SOLUTION FOR WINDOWS
 MICROPHONE IS FAILING OR NO AUDIO IS PLAYING BACK ON THE PRACTICE	The microphone level is too low or muted.	Increase mic level: Apple Menu > System Preferences > Sound In the sound pane, select "input" and ensure the mic is not muted, then increase the mic level to the max.	Increase mic level: Right click on the speaker icon in bottom right corner > Recording Devices — or — Right click on the speaker icon in bottom right corner > Sounds > Recording tab Double click the default mic with the green checkmark. Click on the "levels" tab. Boost can be increased if necessary. Ensure the mic is not muted and increase the "Microphone" level to max.
	The browser is not detecting the microphone.	Change the camera and microphone permissions. In Chrome, click the hamburger menu in the top right corner and choose "Settings" from the menu. Scroll down to the bottom of the page and click "Advanced." Under Privacy and security select "Site Settings." Click "Camera" or "Microphone." Turn 'Ask before accessing' on or off.	
	The microphone is not properly initialized.	Restart the computer.	Right click on the speaker icon in bottom right corner > Recording Devices Right click on the default device. Select "disable," then right click to "enable" or restart the computer.
	Headphones are being used.	Right click on the speaker icon in bottom right corner > Recording Devices Right click on the default device. Select "disable," then right click to "enable". On the 'Check your settings' page, select the drop down carrot under 'Microphone.' Listed within the drop down are options to connect the microphone based on the available equipment. If there are multiple options, try switching microphones and test each one prior to starting the interview. If the error continues, restart your device.	
 AUDIO SOUNDS DISTORTED OR UNCLEAR	Audio enhancements or effects are causing a problem.	Restart the computer.	Right click on the speaker icon in bottom right corner > Recording Devices Check the "enhancements" or "effects" tab and uncheck any effects that have been enabled. If using Windows 10, uncheck the box Yes, next to "enable audio enhancements" in the "advanced" tab.

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CONNECTION

PROBLEM	CAUSE	SOLUTION FOR PRIVATE NETWORK*	SOLUTION FOR PUBLIC NETWORK
 THE CONNECTION CHECK IS FAILING	The network being used is not fast enough to meet HireVue technical requirements.	A fluctuation may have caused the problem. Refresh the page and try to connect again.	A fluctuation may have caused the problem. Refresh the page and try to connect again.
		Power-cycle the router/modem by unplugging it from the power source for 20 to 30 seconds and then plugging it back in.	Because the traffic and speed of a public network cannot be controlled, fixes are limited. A different network will likely need to be used.
		*A dongle, data card, or hot-spot will likely not be fast enough for the interview and a different network will need to be used.	
 THE CONNECTION DROPPED DURING THE INTERVIEW	The connection quality is bad.	Test the connection to verify quality. If it is low, restart the modem/router and try a wired connection. If issues persist, try a different network.	Public networks can be unreliable in quality. Switch networks if possible.
 CANNOT CONNECT TO MEDIA SERVER	The connection quality is bad.	If you are using a VPN connection to a corporate network or a Web Proxy, disconnect from VPN/Proxy and connect over the open internet. Don't worry, all communications are secured even though you are not on a VPN.	The connection could be passing through a VPN if using a public network. Public networks are also volatile to changes. Restart the device or switch networks.

BROWSER

PROBLEM	CAUSE	SOLUTION FOR CHROME	SOLUTION FOR IE/SAFARI
 BROWSER CRASH	There are multiple reasons a browser may crash including, but not limited to, poor internet connection or outdated browser.	Restart the browser.	Restart the browser.
 UNSUPPORTED BROWSER	The participant is using an unsupported browser.	Supported Browsers: • Chrome (Latest Version) • Firefox (Latest Version) • Safari (10+)	

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SPEAKERS

PROBLEM	CAUSE	SOLUTION FOR OSX	SOLUTION FOR WINDOWS
 NOT HEARING AUDIO	The device is muted.	Unmute the device by clicking the speaker icon in the top right corner and dragging the slider up until the sound is audible.	Click the speaker icon on the system tray and drag the slider up until the sound is audible. Also check the sound mixer (right click on speaker, click volume mixer, and make sure the browser being used isn't turned down to 0).
	The default device differs from where the system is playing from.	Click on the speaker icon in the upper right corner. Select "Internal Speakers."	Right click on the speaker in the system tray, go to playback devices, and change the default device to speakers. (The name of the speaker will vary for each device.)
	Speakers are disabled.	Restart the computer.	Open the Device Manager. (Access Device Manager quickly by holding Windows Key + R and typing devmgmt.msc.) Expand "Sound, Video, and Game Controller," right click on the device, and select enable.

WEBCAM

PROBLEM	CAUSE	SOLUTION FOR OSX	SOLUTION FOR WINDOWS
 WEBCAM FAILING THE CHECK	Another application is accessing the webcam feed or the webcam isn't enabled.	Restart the computer.	Open the Device Manager (Windows Key + R, devmgmt.msc) and disable the camera under Imaging Devices. Restart the computer then open the Device Manager and enable the camera.
 CAMERA IN USE BY ANOTHER PROGRAM	Another application is accessing the webcam feed.	Restart the computer.	Close other programs that may be using the camera (i.e. Skype) or restart the computer. Open the Device Manager (Windows Key + R, devmgmt.msc), and disable the camera under Imaging Devices. Restart the computer then enable the camera in the Device Manager.