



# HOW-TO GUIDE – TROUBLESHOOT

<b>Technical requirements</b> .....	2
<b>Which browser should I use?</b> .....	2
<b>Other Compatible Browsers</b> .....	2
<b>How to give access to your camera and microphone in Chrome</b> .....	2
<b>Connection tests</b> .....	3
<b>Device configuration</b> .....	3
<b>Windows</b> .....	4
<b>Macintosh</b> .....	5
<b>Network firewall or web security gateway</b> .....	6
<b>Set up your Firewall</b> .....	6
<b>Mobile/ Tablet Access</b> .....	6
<b>Using a VPN?</b> .....	6
<b>Using a work computer?</b> .....	6

If you are facing problems to connect to the platform, please make sure to check if you are using a compatible browser, if you are meeting the minimal technical requirements and if your settings are correctly set.

## Technical requirements

You can review the [INEVENT requirements page](#) for more information regarding browser functionality and minimum speed requirements. By clicking on the link, you can also test your connections.

## Which browser should I use?

We ask you to give preference to Google Chrome. [Click here to download Google Chrome.](#)



## Other Compatible Browsers

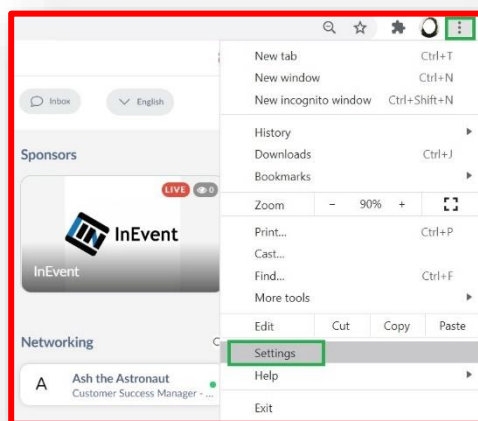
- Chrome (Mac / PC) 56 or newer (better experience, required for presenters)
- Firefox (Mac / PC) 44 or newer (recommended alternative)
- Safari (Mac) 11 or newer (recommended alternative)
- Chrome (Android) 80 or newer
- Safari (iOS) 11 or later
- Edge (Mac / PC) 80 or newer

**Please note, that Windows Explorer is not compatible. Other browsers should have the latest update installed.**

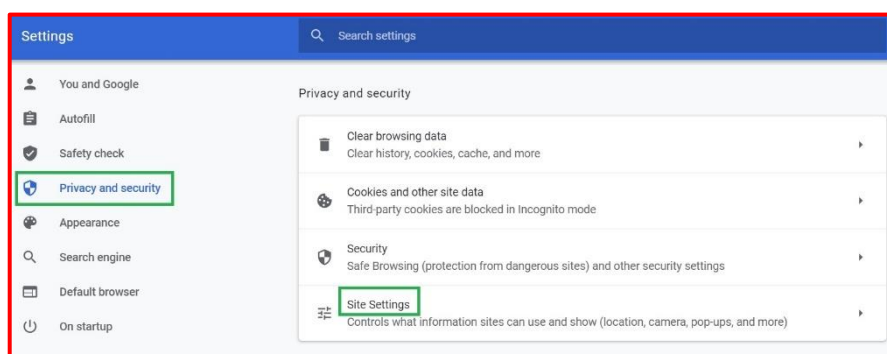
## How to give access to your camera and microphone in Chrome

Please ensure that your Chrome settings are optimal.

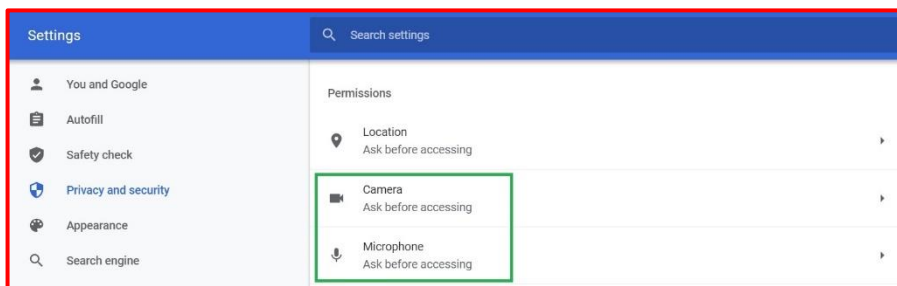
Navigate to the **Chrome Settings** page by clicking the three dots in the top right corner of the browser. This will display a drop down.



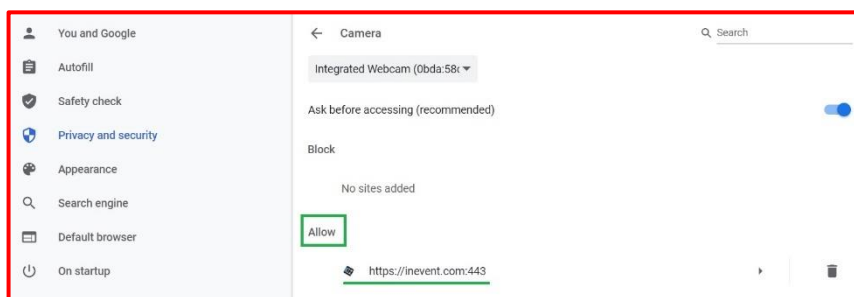
Next, press **Privacy and Security** then **Site Settings**



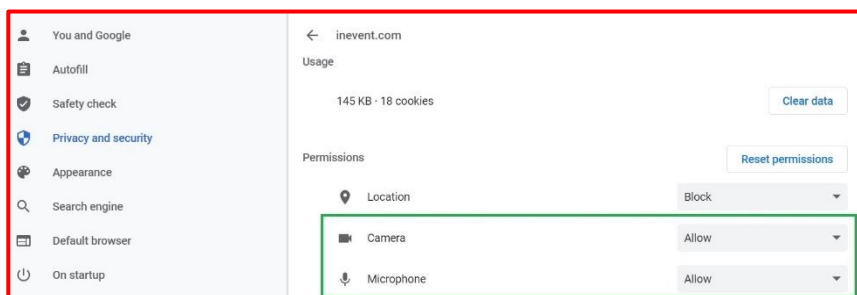
Under **Permissions** find the camera and microphone settings. It is here where you can adjust, add external cameras and the necessary access rights to your devices.



Ensure that the InEvent.com site is visible in Allowed Devices for both camera and microphone.



In case the InEvent.com site is in the Blocked Devices list, click on the InEvent icon and you will be taken to a page where you will be able to give us permission to access your camera and microphone.



## Connection tests

Before performing a connection test, please disable your AdBlocker and refresh the page.

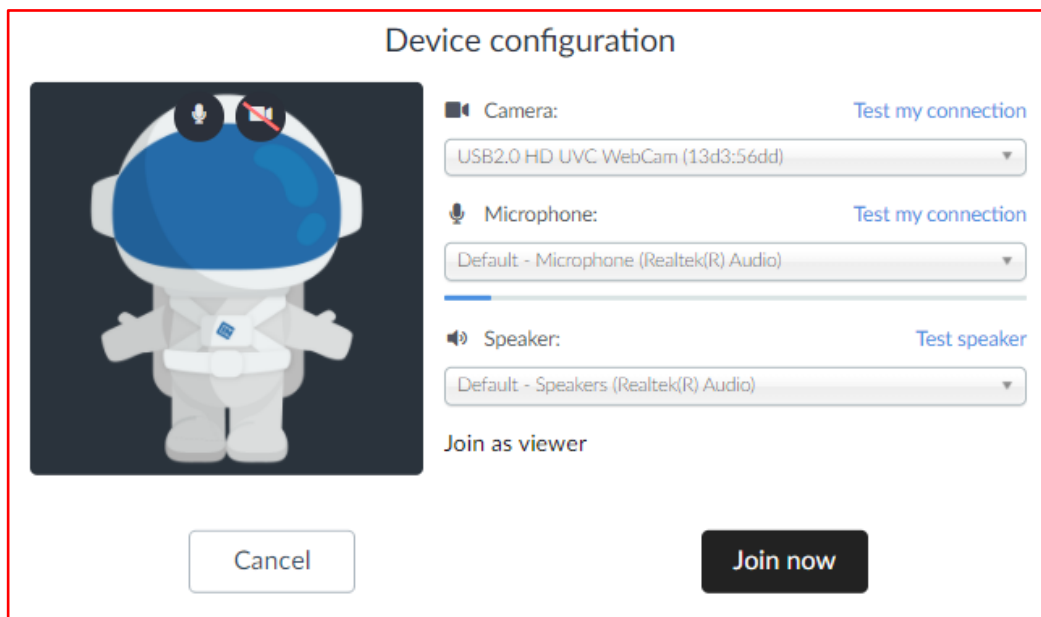
If you have reviewed these settings and are still experiencing issues, you can [click here](#) to perform the following tests:

- Browser compatibility
- Microphone
- Speaker
- Resolution
- Connection

## Device configuration

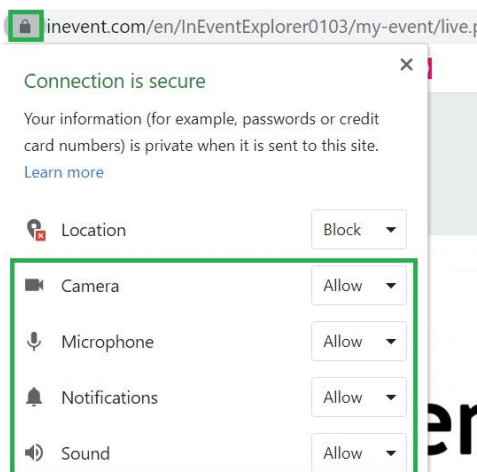
When joining a session as a presenter or when asked to join by a host, a pop-up will appear to configure your devices such as camera, speaker and microphone. Here, you can toggle your microphone and camera on or off by clicking on the icons on the left and select the desired device with the dropdowns on the right.

If you are experiencing any issues, you can click [test my connection](#).



## Windows

You can configure your devices by clicking on the padlock icon in the top left of your URL

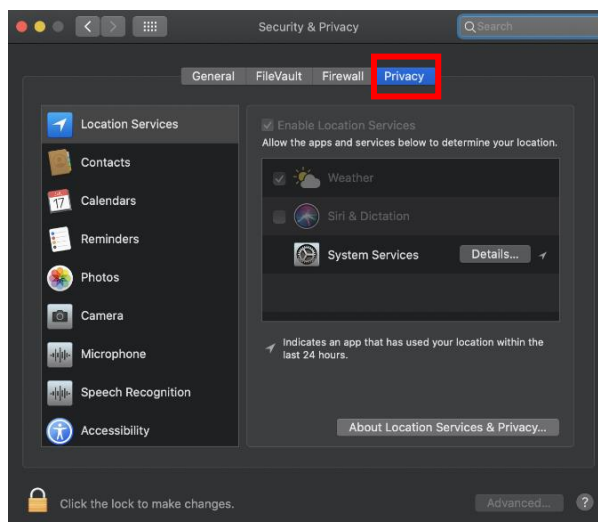
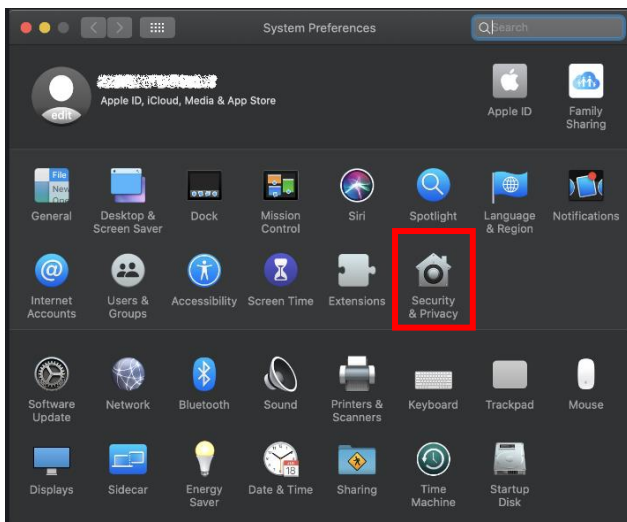


If you are invited to use your camera in the Virtual Lobby, make sure you close any software on your computer that might use the camera too, such as Zoom, Skype, Firefox. Otherwise, your camera might not work.

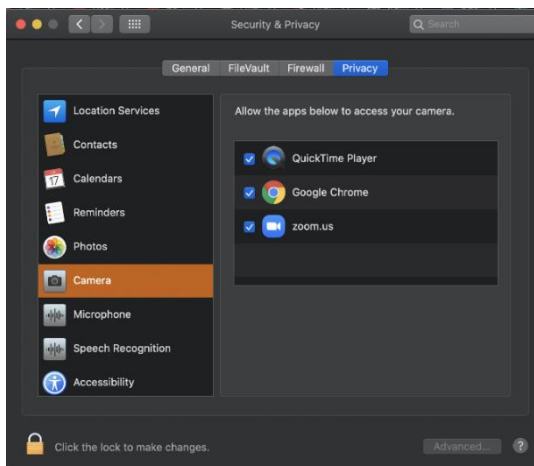
## Macintosh

On Mac you may need to follow some of these steps as security may block the use of the devices, having to enable them manually.

Go to **System Preferences** > Select **Security and Privacy**



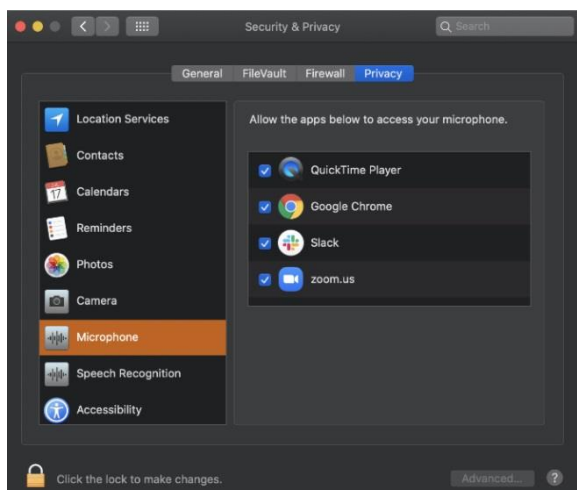
Select the **Privacy** Tab on the options above to allow access to devices from the list



Select **Camera** > Check **Google Chrome** by ticking the box

Select **Microphone** > Check **Google Chrome** by ticking the box

Select **Screen Recording** > Check **Google Chrome** by ticking the box



Press F5 to refresh if any browser inconveniences suddenly come up.

Given access, you will be able to join with a secure connection

## **Network firewall or web security gateway**

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If the Virtual Lobby stays in a **Connecting** state or you can't join a session due to a **Network Error**, it could mean that your networking is blocking our IP addresses through a Firewall or a Gateway.

You can always test if your connection is going through by running the tests above.

## **Set up your Firewall**

Click here to download [InEvent's Firewall Configuration](#).

## **Mobile/ Tablet Access**

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Currently, the video streaming feature for viewers is ensured for mobile and tablet users. In order to ensure a great User Experience concerning all other features, give preference to using a Computer. Mobile phones and tablets will work on up-to-date devices, but you may have to do the following steps:

1. Copy the link and paste it into the browser.
2. Use Google Chrome (Android) or Safari (iOS).

## **Using a VPN?**

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### Speakers/Presenters

If you are a speaker we recommend turning off your VPN

### Attendees/viewers

If you are an attendee of the event using a VPN should work fine but we do not recommend using Cisco VPN as it may cause **Connecting** issues.

Each VPN can not have more than 2000 requests per same IP. If more than 2000 requests are being routed by the same IP Address, our servers will identify this as a potential DDoS attack and it will throttle the connection.

## **Using a work computer?**

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In some cases, your company may block websites which they have not reviewed and allowed.

You will be able to attend the event as a viewer, but you may face issues when wanting to turn on your camera and microphone. The permissions may be blocked in your browser and only your company IT can solve this.

You should check your browser settings. [Click here](#) to learn how to do it.

If the camera and microphone are blocked or the sections are greyed out and you cannot set to allow, then your company is probably blocking permissions for the site. You should report to your IT team.