Participant troubleshooter guide

Before you start:

- Use a recent computer (laptop or desktop) with a wired connection or a very performant WIFI.

- Do not use tablets or smartphones. Although that they may work, they have often shown to be unreliable (camera and/or microphone that stop working in mid conference).

- Use Google Chrome browser (latest version). Other browsers may work but have more often issues with the camera and microphone.

- Close all other applications, especially those that may lock your camera/microphone (Skype, Webex, Teams, Facetime, …)

- Use a good quality microphone (the internal laptop microphone is generally not very good). This will improve your intervention, interpretation quality and the conference in general.
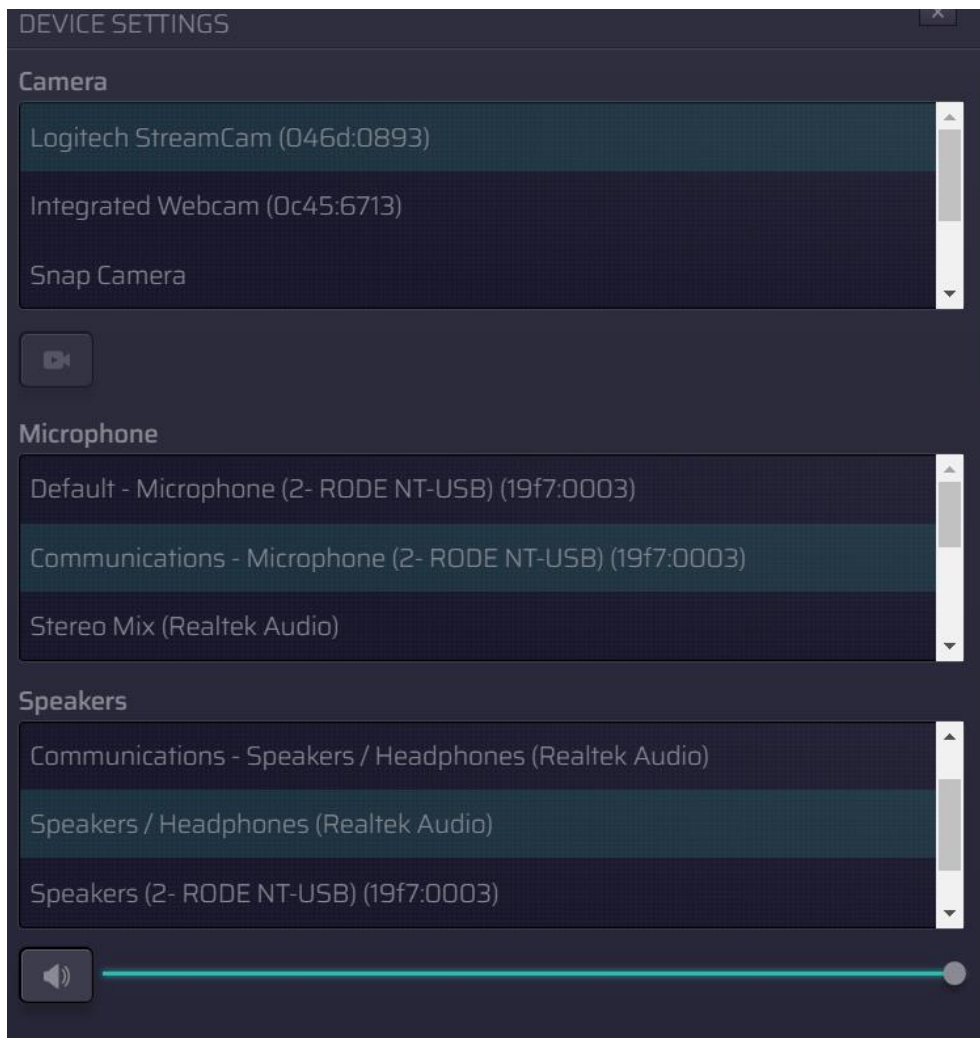
When connecting:

- Open the meeting link with Google Chrome.

- After entering your email address, name and surname you will see a pre-connection window to set your camera, microphone and speaker. Make sure to allow Chrome to use your camera/microphone if prompted. Make sure that everything works prior to continuing.

- It happens that the camera is not activated by default. To do so, you may have to reselect it or change the camera selection.

- You can test your loudspeaker/headset by clicking on the 'test' button.

- Your camera/microphone are working when their icons are shown in red.

<u>In case of problems with your devices, try the following:</u>

- Use a computer with Google Chrome

- Refresh your browser window (press F5)

- Check your device settings in Interactio (make sure that the camera is not deactivated or that loudspeaker is not muted).

- Try changing your device selection

- Click on the small padlock icon in the Chrome address bar and check that your camera and microphone are activated.
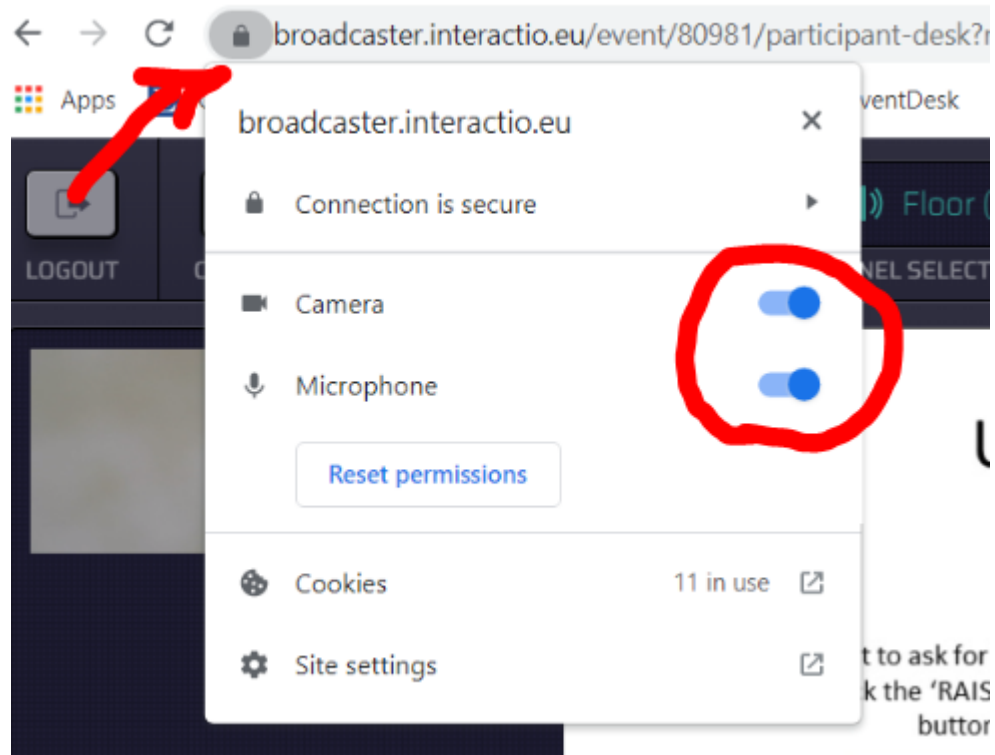
- Close all your browser windows and try reconnecting
- Reboot your PC

Run the Interactio troubleshooter: https://troubleshooter.interactio.io

- If one of the first 5 tests fails, try restarting the test a few times. If the test still fails after 5 attempts, it means that there's a problem to connect from your network. Try connecting to the internet via a different network.

- Test nr 6 ('Connection speed test') may hang when connecting from a corporate network (due to firewall restrictions). This will not have an impact on your connection if the first 5 tests were successful.