

The background is a dark blue to black gradient with vertical bars of varying heights and colors (cyan, purple, orange). Overlaid on this are numerous small circles and lines, some connected by thin lines, suggesting a data visualization or network diagram. The overall aesthetic is futuristic and technical.

Audio Video Manual

Audio Video Manual

Table of contents:

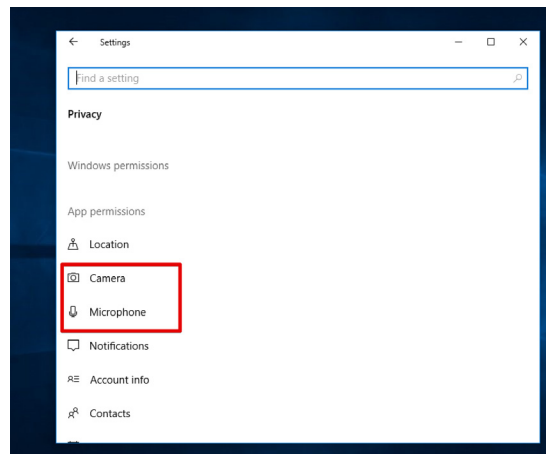
<i>System settings</i>	2
<i>Browser settings</i>	4
<i>Attendees cannot hear or see the presenter</i>	7
<i>Attendees cannot hear presenter well or the volume is too low</i>	8
<i>Audio is unstable or breaking up</i>	9
<i>Audio is distorted</i>	10
<i>There is an echo</i>	11
<i>Further steps</i>	12

System settings

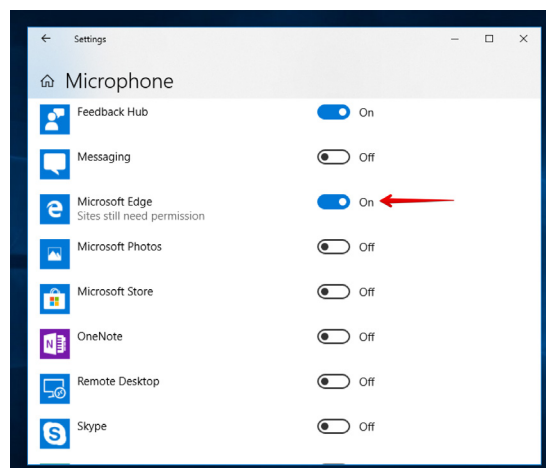
Along with the updates, the camera and microphone may be blocked in system settings. In this scenario, the devices will not turn on even if all other settings are set up correctly. Below are instructions on how to unblock the camera and microphone for use:

Windows 10

Start by opening the **Control Panel**. Locate **Privacy** settings:



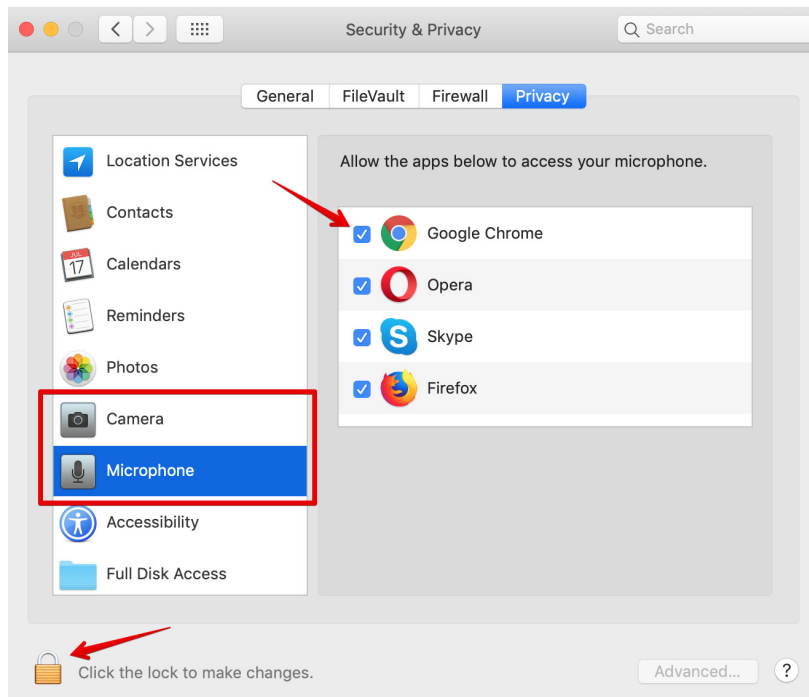
Make sure to give permission for both the **Camera** and the **Microphone** to be used in the browser:



Please note that you must give permission for both the camera and the microphone. Even if the presenter only wants to use one device, you must configure both in order for either one to connect.

Mac OS X

Start by opening **System Preferences**. Locate **Security & Privacy** settings and make sure that both **the Camera** and **the Microphone** have your browser listed and checked:



If the browser is **listed but unchecked**, click on the **Padlock** button at the bottom to enable editing and authorize this browser. If the browser is **not listed**, it means this browser has not requested to use the microphone or camera yet.

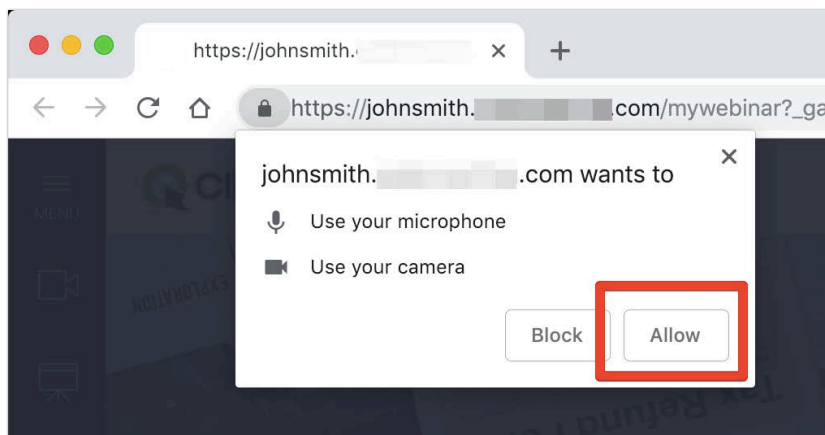
Safari is not affected by privacy settings, even if you have already tried using the camera or microphone. Only the browser settings apply when using Safari.

Similarly to Windows 10, **both the camera and the microphone** must be properly configured and the web browser authorized, even if you intend to use only one device.

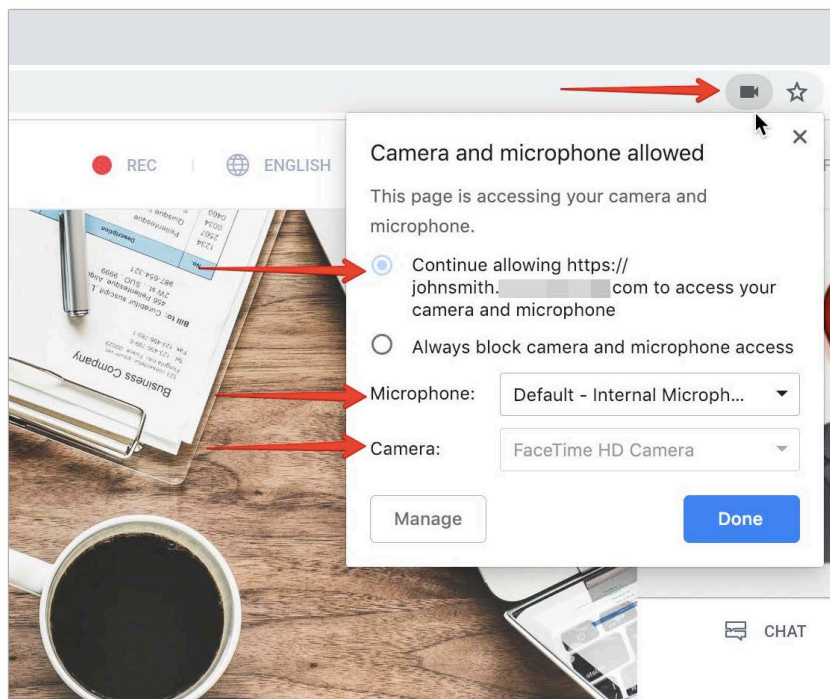
Browser settings

Google Chrome

When you activate the camera or microphone, a pop-up window will appear on the screen asking you to confirm permission.

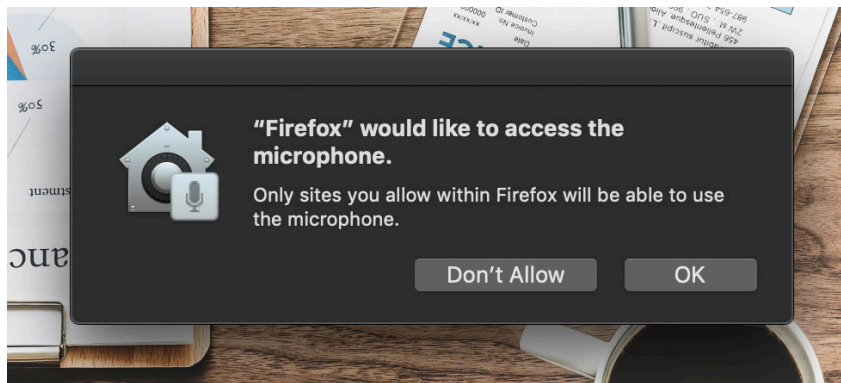


If the pop-up window does not appear, please click on the camera icon located in the browser's address bar and make sure it is set to **allow**:



Firefox

When you activate the camera or microphone, a pop-up window will appear in the middle on the screen asking you to confirm permission.



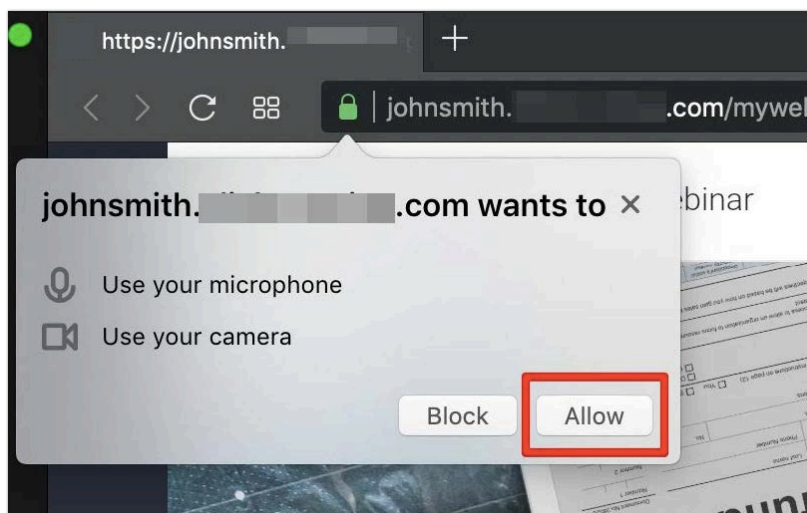
If the pop-up does not appear, this means that the system is blocking access to audio/video devices. To resolve, please proceed to **Adobe Flash Player Settings** section.

Safari and Edge

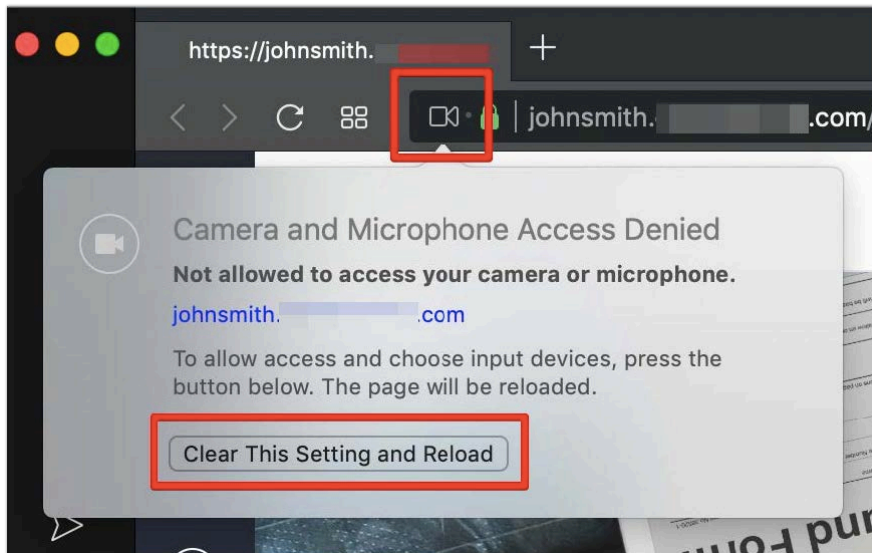
To activate the camera or microphone, no additional steps are necessary as these browsers have access to audio/video devices by default.

Opera

When you activate the camera or microphone, a pop-up window will appear on the screen asking you to confirm permission.



If access is denied, please click on the camera icon located in the browser's address bar and then click on **Clear This Setting and Reload**:



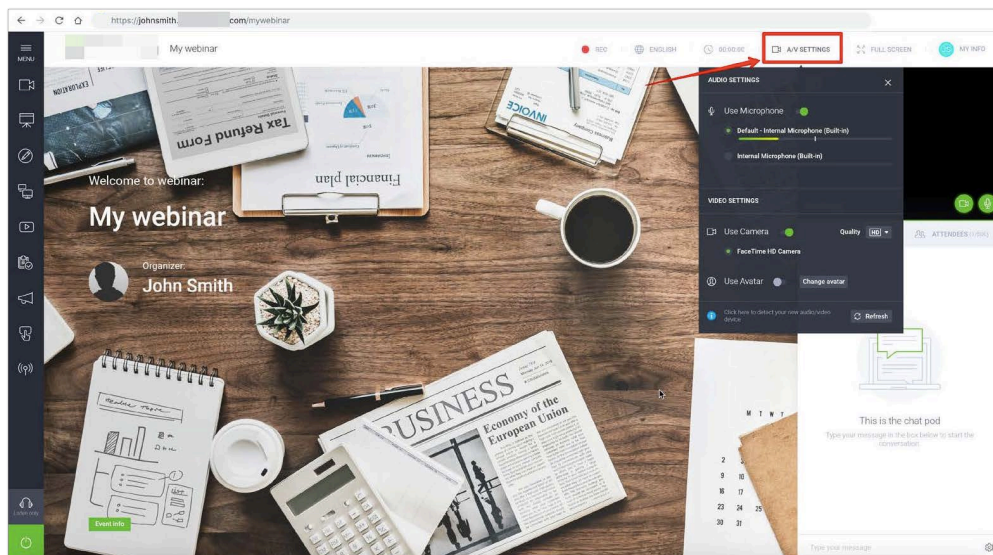
Other browsers

Either no specific audio/video settings are necessary, or they work in a similar fashion to the browsers described above.

The platform is compatible with both built-in and USB webcams. The configuration of professional cameras requires special equipment and is the responsibility of the presenter.

Attendees cannot hear or see the presenter

1. Make sure the microphone icon in the webinar room is turned on and that the volume on both the computer and the room microphone are set at an appropriate level.



2. Make sure that any other audio/video software you use (i.e. **Skype**) is turned off, as it can interfere with platform's functionalities. Even if it is not being used for a call, simply running Skype can keep the microphone and camera busy and prevent the web browser from accessing them.

This problem, however, is not limited to Skype. Examples of such applications include **Facebook Messenger**, **WhatsApp** and **other browser plug-ins**. To fix this issue, you will need to **shut down these applications** and **refresh the webinar room**. If you still cannot locate the software causing the issue, it is recommended to **restart your computer** altogether and **use a different updated browser**.

3. The **external microphone and camera may not be detected** when a new device is plugged in if the **web browser and webinar room are already open**. In most cases, you will need to **refresh them to detect the new device(s)**.

4. Device access may be denied as a result of your browser or system settings. If this is happening, you will need to check if the browser has blocked the device. This depends, however, on the browser used.

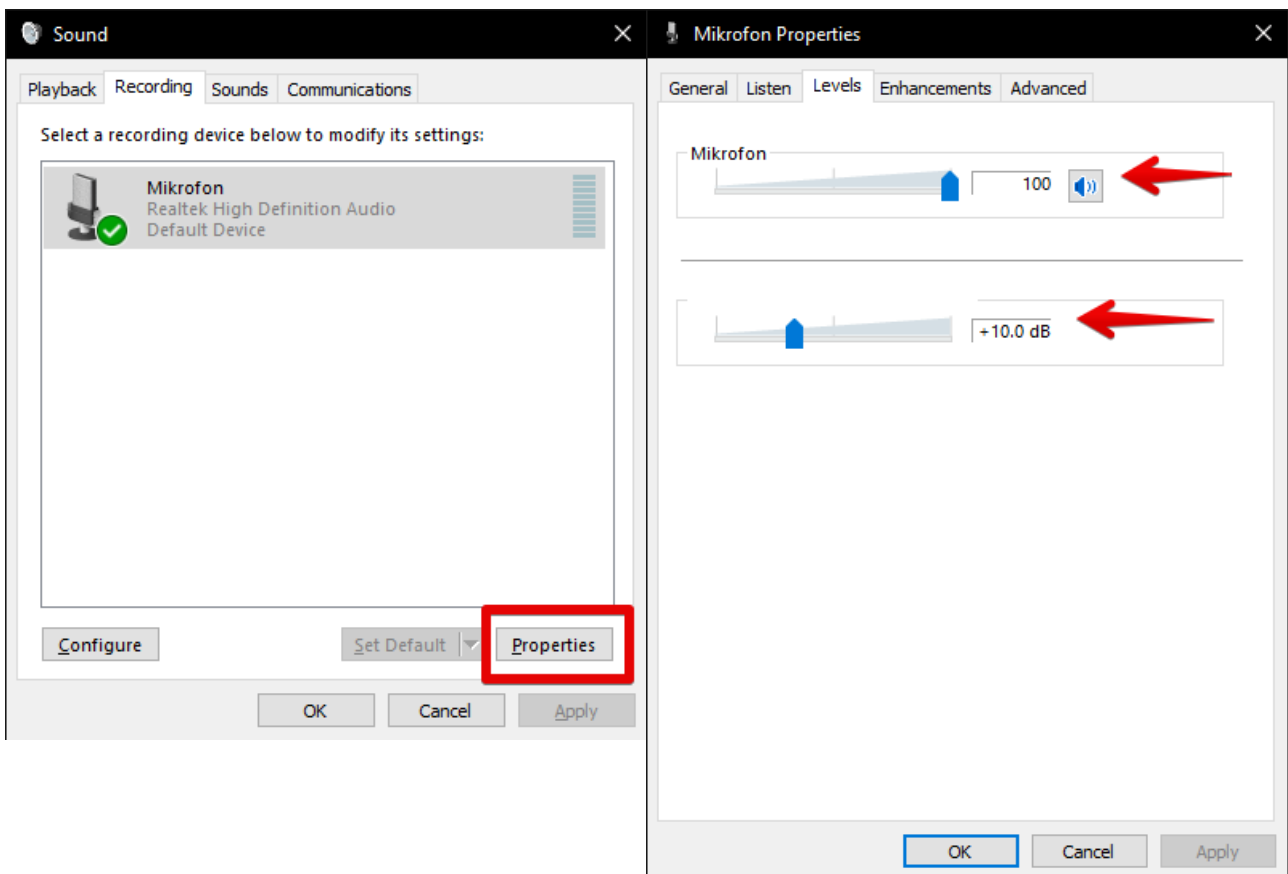
5. Make sure you have not set the webinar mode to **Presenters Only**. When this mode is enabled, only the presenters can hear and see each other and your audio and video will not be recorded.

Attendees cannot hear presenter well or the volume is too low

Always check the volume first. The computer's volume bars should be set in the middle. If the volume is too low, you can adjust it to match your preference. Please note that the volume bar should not be set to the maximum level.

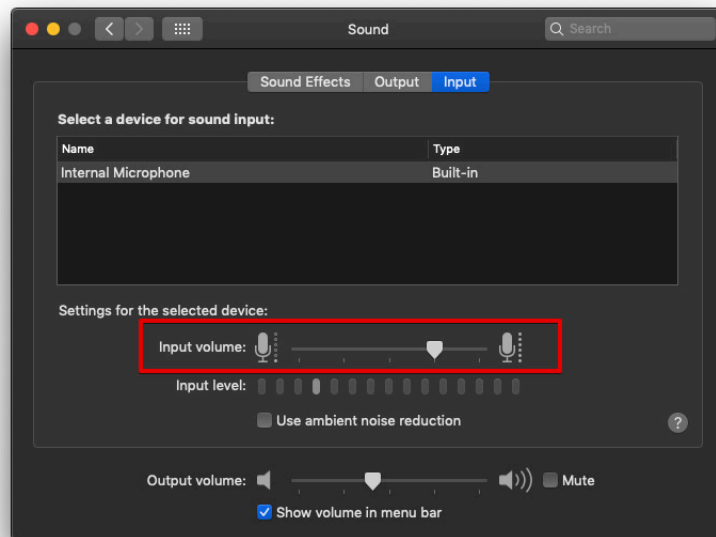
Windows

Open your system's **Control Panel**, click on the **Sound** tab and follow the steps shown below. Depending on your drivers, an additional volume slider may appear:



Mac OS X

Open your **System Preferences** and click on the **Sound** icon. Adjust the volume to match your preference as shown below:



Audio/Video is unstable or breaking up

If you manage to enable the microphone but the audio seems to be **choppy or breaking up**, it means that **your Internet connection is not stable enough or sufficient** to stream audio/video properly.

You will need to **check if any apps are running in the background**, especially those that might have auto-update settings, or the typical download manager apps for any files that may be downloaded/uploaded during the webinar.

Try to **limit your bandwidth usage** in the webinar room. If possible, **stop the screen sharing process** and **reduce the number of cameras** that are active (you can upload a photo and **set up an avatar instead**).

Make sure to **use an Ethernet connection** rather than Wi-Fi and **use a private network** whenever possible. If the above steps do not solve the problem, **restart the computer and router**.

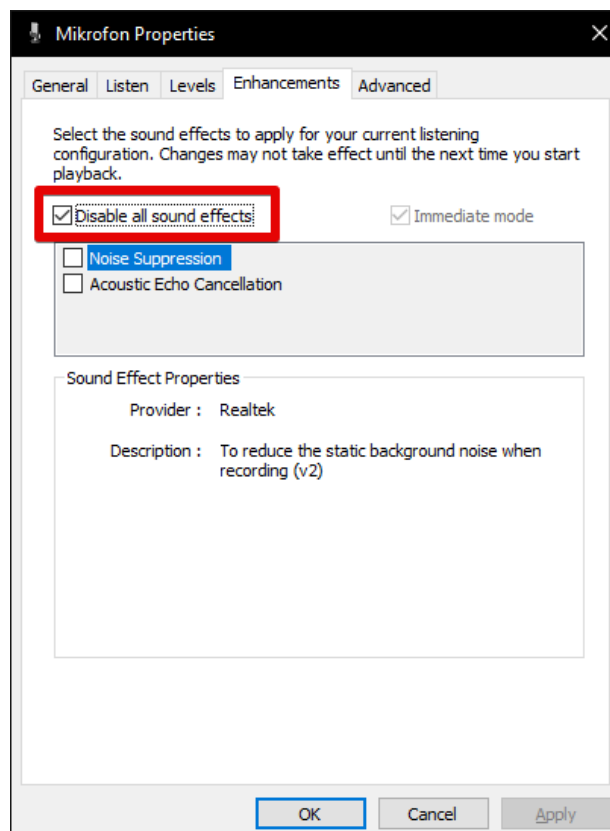
Audio is distorted

The platform does not influence sound quality, so you may want to adjust your audio system settings or drivers, or try using a different device altogether. The sound quality may also be influenced by your computer. If an outdated machine is used that has trouble launching the web browser in the first place, this will negatively affect your audio and video quality.

Windows 10

To change the settings in Windows 10, open the **Control Panel/Audio** section. Click on the **Recording** devices and right-click on the microphone. Then, open **Properties** and go to the **Enhancements** tab. Check the **Disable** box and confirm

If you do not see the **Enhancements** tab, look for the **Signal Enhancements** section in the **Advanced** tab. Remove the check from the **Enable audio enhancements** box, pictured below.



Mac OS X

On **Mac OS X** there are **no system settings** that can influence the sound quality. Sound issues are most often **caused by another app** affecting the audio. In this case, **close any applications** that may influence the audio, microphone, volume or audio mixer.

There is an echo

If participants complain that they hear an echo when they are in the webinar room, it could be caused by the audio device you are using. **This happens most often when there are multiple people speaking in a webinar room and at least one person is using loudspeakers** in their hardware configuration. The audio from the computer's loudspeakers is caught by the microphone and played back to the webinar room, causing the feedback issue (echo).

To reduce echo:

1. **Turn off all other software** using audio and video or simply **turn down your speaker** volume.
2. All users who have their microphone turned on should **use headphones** – either earbuds (recommended) or a headphone set with a microphone (an advanced model that eliminates echo).
3. If there is an echo in the event, and it is unclear which user is generating it, **look at the list of usernames** in the video stream window. **When someone speaks or makes noise, their username will turn green.** If a user other than the main speaker has a username that is turning green, he is generating echo.
4. If there are two or more people in the same room, they should **use the same computer and talk with attendees together via one audio stream.** Alternatively, they can use separate computers, but only one computer should have the audio turned on.

Further steps

If the steps outlined above do not solve the problem, please contact our **Customer Support Team**. In order to help us assist you, please provide the following webinar details: **name of the account, event date and time, bandwidth and system details (operational system, browser type and version)**.

If you have taken **recordings** or **screenshots** of a particular issue, please provide them as well, as they allow the **Customer Support Team** to troubleshoot more quickly and efficient.