# Tech Tips for an Optimal Virtual Meeting Experience

Check Your Internet Connection and Settings:

☐ Limit heavy internet usage and streaming services (Netflix, Hulu, etc.). Reduce the number of tabs and applications you have open.

☐ Check your internet connection. Move closer to your Wi-Fi router or use a hardwire internet connection, if possible.

☐ Use the latest version of Google Chrome (preferred), Mozilla Firefox, or Microsoft Edge.

☐ Disconnect from your company VPN. If you are in the office, try another network (Some offices have robust firewalls that will block video and video chat).

☐ If your office has a firewall, ask your IT staff to make sure that you can access streaming audio and video.

☐ Clear your web browser history and cache.

☐ For video chats, try a hard refresh (CTRL+F5 on PC and Command+R on Mac).

☐ Ensure that no other programs are accessing your camera or audio (i.e. Zoom). On a Mac, you may need to do a hard close of these applications by selecting the app icon + "Quit." When in doubt, restart your computer. You may be running apps that are using your camera or microphone in the background.

☐ For screen sharing on Mac, make sure the Screen Recording setting is turned on. **Visit Apple's online support site** for instructions, or paste this address into your web browser: https://support.apple.com/guide/mac-help/control-access-to-screen-recording-on-mac-mchld6aa7d23/mac

☐ **Important: Only participate in one video chat at a time.** If you have more than one chat open, it will disrupt the bandwidth for all participants.

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Clearing Cache on Google Chrome:

- Open the menu at the upper right corner of the page and select "More tools."
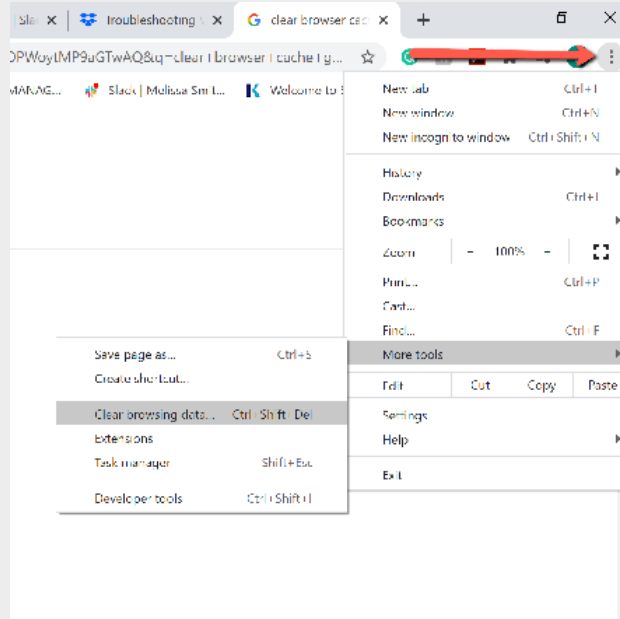
- In the pop-up window that appears, select the time period of cache browsing data that you want to clear. Then, press the blue **Clear data** button at the lower right corner of the pop-up window.
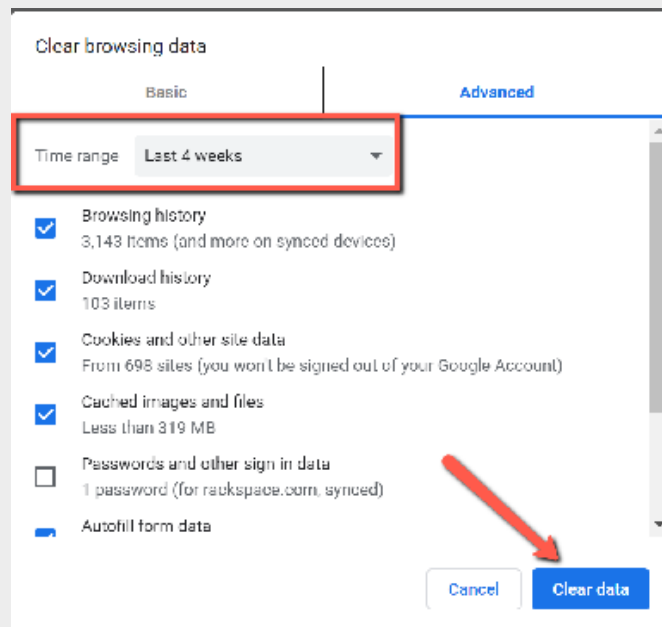
Allow Microphone and Camera Permissions:

- Make sure you are using the most recent version of Google Chrome to access the video chat.

- Select the lock-shaped icon to the left of the URL at the top of the page.

- Be sure both the **Microphone** and **Camera** permissions are set to "Allow."
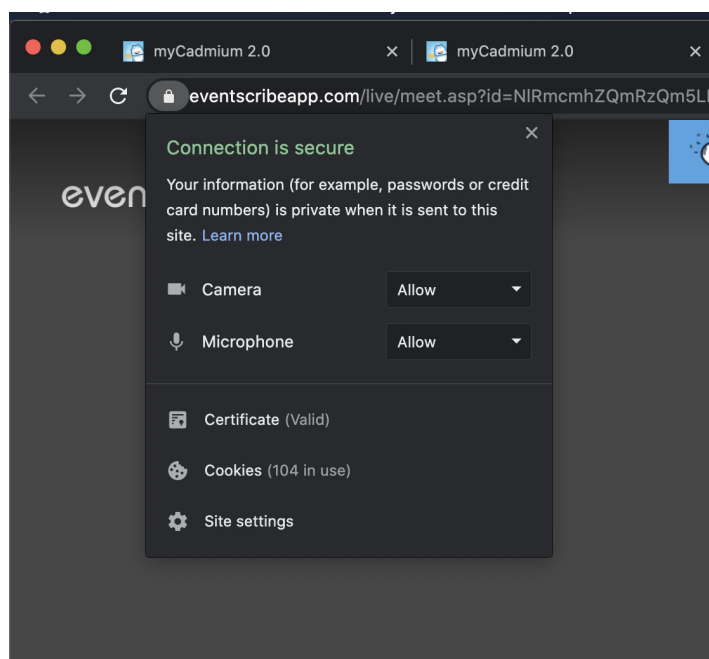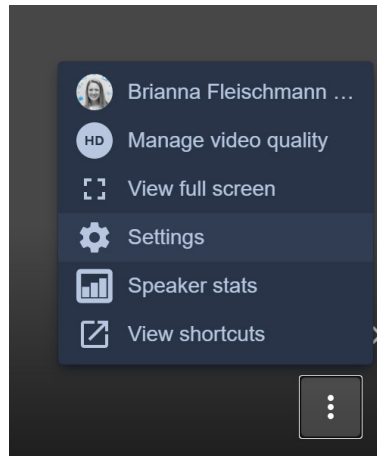
Disconnect from Your VPN:

- Open your computer settings and search "VPN." This should be located in the Network and Internet settings.

- Find the VPN and disconnect.
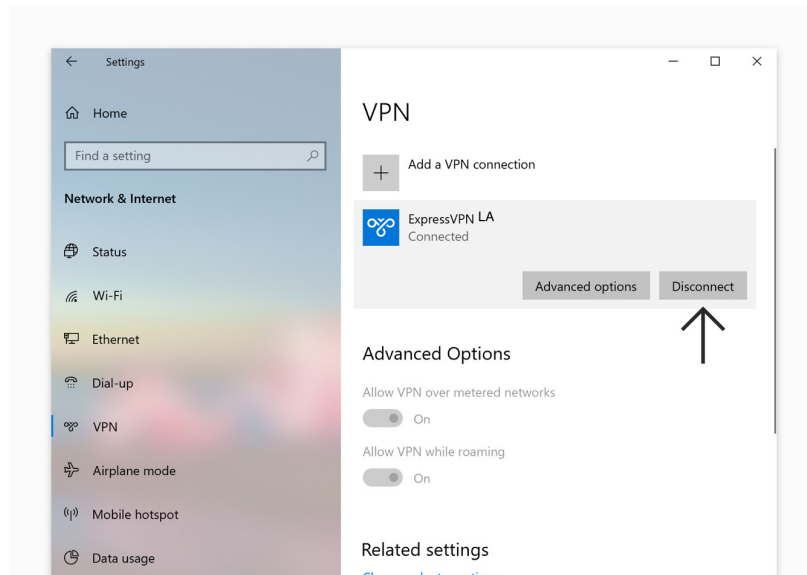
Enable Audio Within the Chat Room:

- Enter the video chat room.

- In the lower right corner, press the **More Options** icon. Then, select "Settings." A pop-up menu will appear on the screen.


- Verify the following:
    a. Is the microphone set properly?
    b. Is the audio output set correctly?
    c. Will a test sound play?
       ** If a test sound does not play, use the **Audio output** dropdown menu to change the output device.
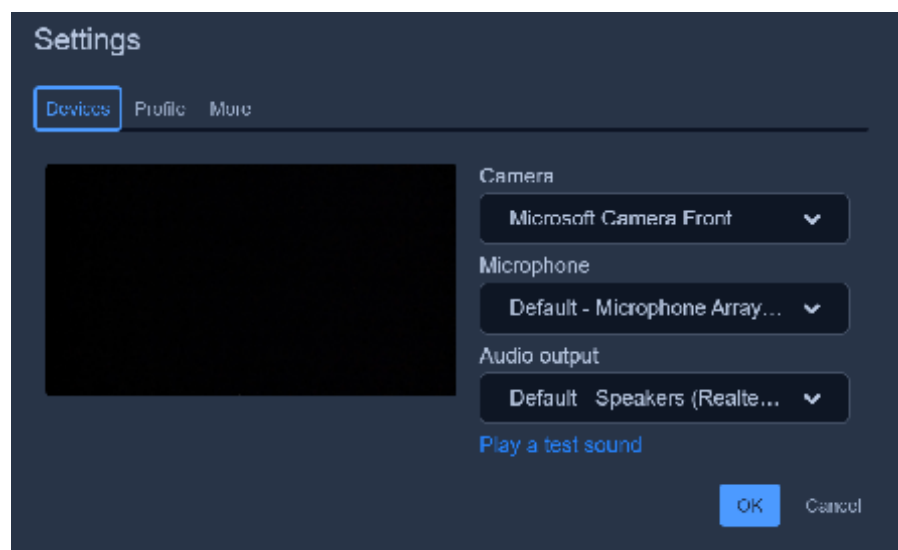
Enable Screen Share Settings on a Mac:

- Open your computer settings and navigate to Settings.

- Select the "Sharing" settings.

- Select "Screen Sharing."

- If the "Only these users" setting is selected, be sure to add yourself as a user.
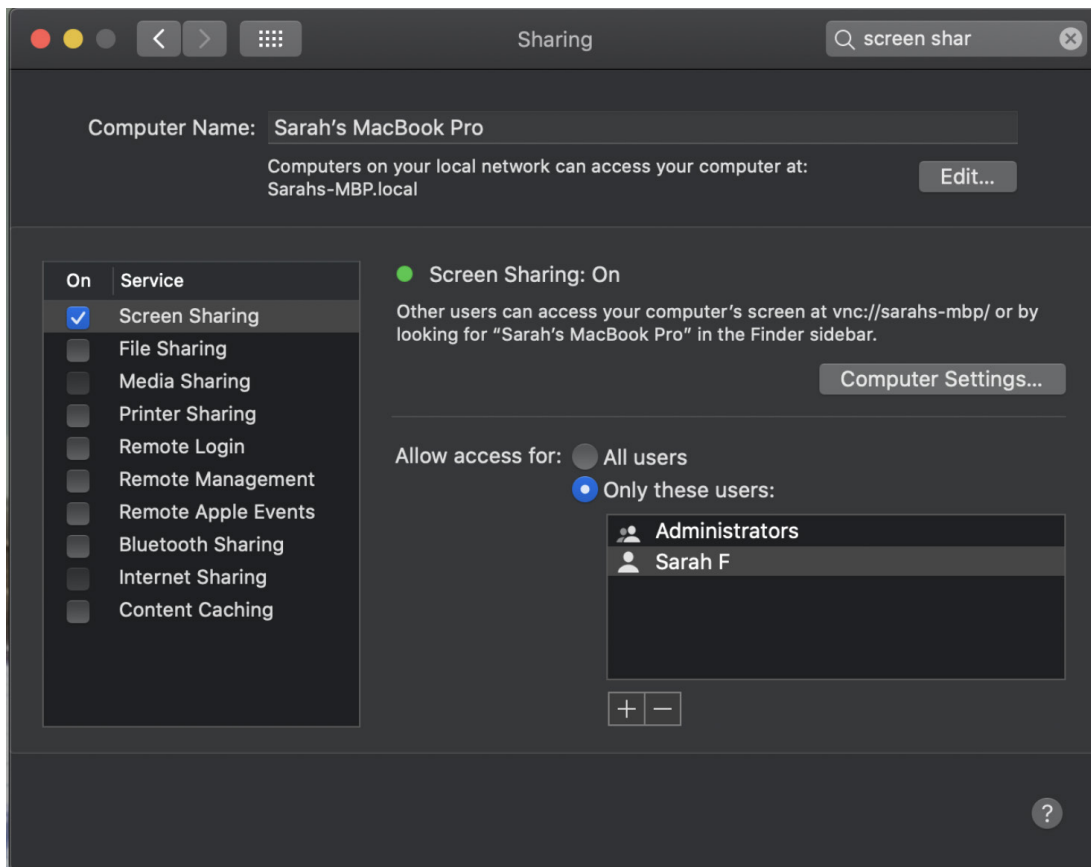
Still Having Trouble?

- Try using the eventScribe Live mobile app. With this app, you simply scan the QR code of the video chat you are trying to enter. It's available for both iOS and Android.

If you continue to have issues, please select "Technical Support" in the footer of the event website and submit a support ticket. Or, call us at 410-638-9239 and select the option for Technical Support.