

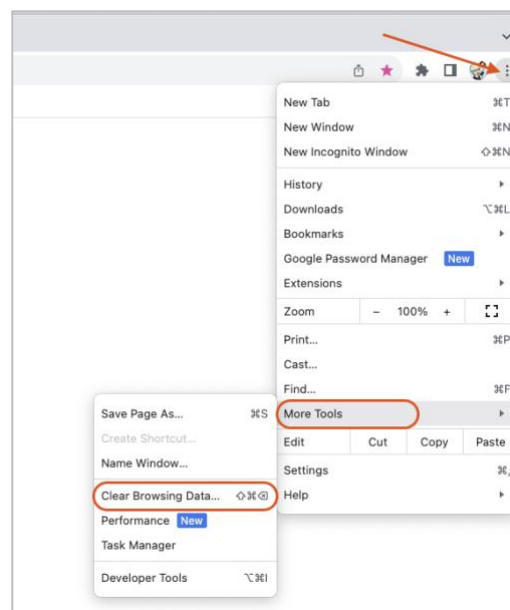
Tech Tips for an Optimal Virtual Meeting Experience

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 hardwired 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).
- 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.
- Ensure no other programs are accessing your camera or audio (e.g., Zoom, Teams). 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.

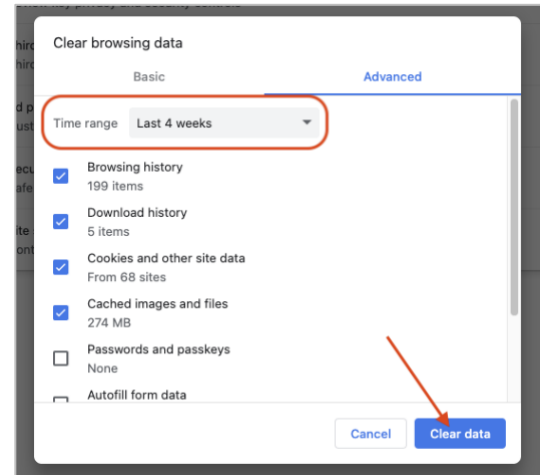
Clearing Cache on Google Chrome

In the upper right corner of the browser, click on the menu. Select “More Tools” >> “Clear Browsing Data...”



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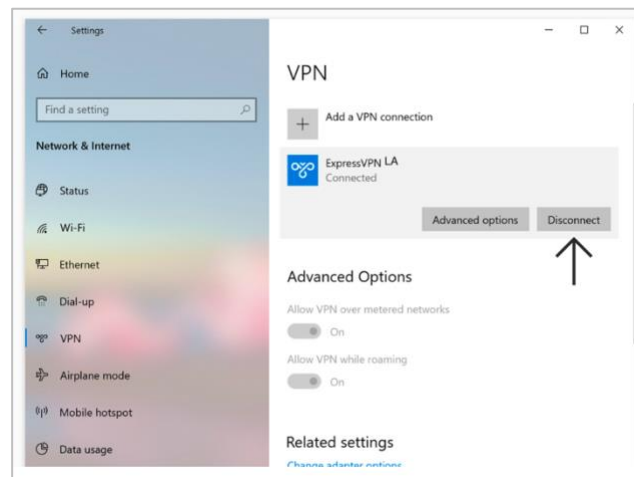
In the resulting pop-up window, select the time period of browsing data you want to clear. Then click the blue “Clear data” button in the lower right corner of the window.



Disconnect from Your VPN

Open your computer settings and search “VPN.” This should be in Network and Internet settings.

Find the VPN and disconnect.



Still having trouble?

Please locate the “Technical Support” option in the footer of the website and submit a support ticket, call us at 410-638-9239 and select the option for Technical Support, or send an email to support@gocadmium.com.