



TROUBLESHOOTING GUIDE

v.05-2018

Refer to the Troubleshooting Tips outlined in this guide before you submit a request for support.

If you are Experiencing an issue using the Event 360/Virtual Rep Connect platform AND you've already followed designated troubleshooting steps for your organization, then please submit a request to Support Team:

- Complete the online form at <http://virtualrepconnect.com/supportrequest> with as much detail as possible.
- Contact your main contact for the Event 360/Virtual Rep Connect platform if you do not recall the password to access the form.

If you are a partner of Event 360/Virtual Rep Connect, then please follow the Tiered Support agreements outlined in your SOP documentation.

Please read first: Browser Recommendations and Requirements. Choice of browser is a remedy to many common problems.

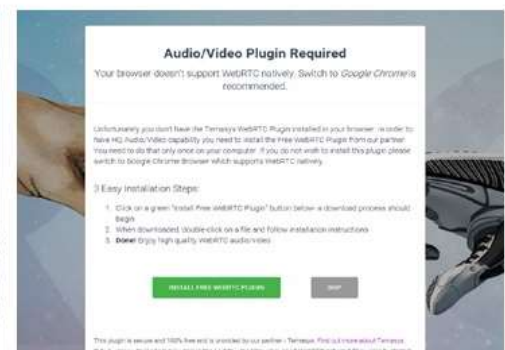
Google Chrome is the preferred browser for using this meeting room platform. That's true for hosts, presenters, moderators, and attendees. Anyone participating in an event/room should be encouraged to use Google Chrome to help have the best experience possible. Only the browser is needed – no plugins or downloads required.

Note: It is strongly recommended to find an alternative to using Internet Explorer. For various reasons, Microsoft hasn't worked on IE for several years and usage is dropping dramatically.

Anyone insisting on using Internet Explorer should be operating on the latest version and will need to install a Temasys plugin.

When a someone using Internet Explorer attempts to join a room and they have not yet installed the Temasys plugin, they are prompted to follow a specified link to download and install. *(A few sample screenshots of that user experience are below.)*

- The installation is simple and has to be made only once during the lifetime using that computer (and it's easier than anything required on an alternative platform that uses Flash):
 - Download the plugin (exe, but certified, etc.)
 - Open the downloaded file
 - Follow the prompted steps
 - Return to browser and the Room page should recognize now that the user has what's required and will offer a button to "Join Room"
- There's no need to restart the computer. In a very small number of cases, a user may want to restart their browser.



- If meeting host doesn't want to have attending Internet Explorer users navigate to a page to install the required download immediately prior to joining a room, then a link may be provided to internal IT teams ahead of time to distribute across their entire network: <https://temasys.io/products/plugin/>

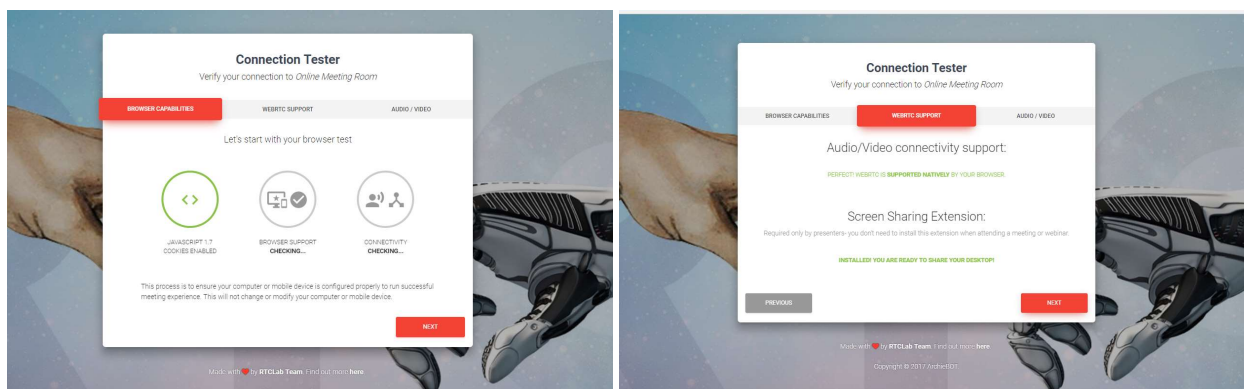
Additional Manuals about the Technology are published to <https://www.html5meeting.com/manuals>:

- Browser Requirements, https://www.html5meeting.com/documents/enterprise/browser_requirements_manual.pdf
- Security & Privacy Manual, https://www.html5meeting.com/documents/enterprise/security_manual.pdf
- Firewall Configuration,
https://www.html5meeting.com/documents/enterprise/optimal_firewall_configuration_manual.pdf
- HTML5 User Guide, https://www.html5meeting.com/documents/enterprise/user_guide_manual.pdf

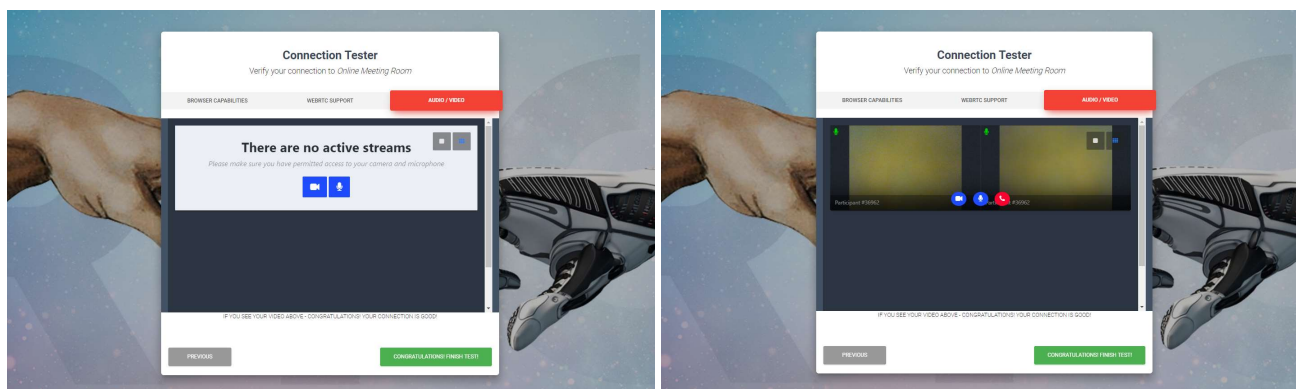
Try the Tester

If you try to use the platform (i.e., join a room) and encounter an issue or are unable to access, then your first attempt to correct – before any troubleshooting suggestions or contacting support – should be to Try the Tester.

Go to <https://www.archiebot.com/connection-tester> and follow “NEXT” to run the steps to start the Connection Tester.

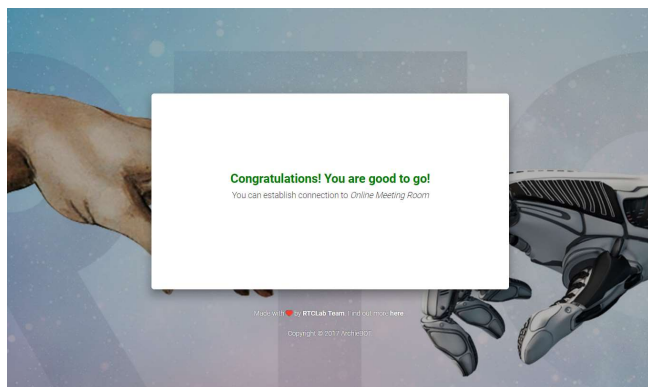


Clicking “NEXT” again will check your computer and activate its camera.



If you see yourself within the camera windows, then you know it works!

Then your test will be complete. Congratulations! You can now connect to your online meeting room.



Note: You may also want to check your network speed to make sure it meets the requirements of your specific account.

Troubleshooting Tips

Please review the solutions suggested for various experience issues – organized below according to Access/Connectivity, Audio, or Video.

Access/Connectivity

Challenge: Participant cannot connect to an event.

Solution: Make sure there is an active Internet Connection. Try Chrome as recommend browser. (For enterprise partners, communicate with your IT team to make sure the required firewall ports listed in the system requirements are open on your network.)

Challenge: Participant lost connection to an event.

Solution: Participant should simply refresh the page – may need to reactivate audio/video settings.

Challenge: Attendee can't connect to the platform, but the host can.

Solution: The host should ask what browser the attendee is using. Also determine if the attendee can open a different URL/site, such as www.yahoo.com or www.youtube.com. If they cannot, then it is most likely a firewall setting that the attendee needs to address in their workspace.

Challenge: Attendee lost connection to the platform/site, but the host is still connected.

Solution: This is typically not an issue with the platform but rather an internet access issue on the attendee side.

Challenge: Attendee is seeing a spinning wheel.

Solution: This signals that there is an internet connection Issue (limited or restricted access) on the attendee side, and not an issue with the platform.

Challenge: Seeing a white or black screen when loading.

Solution: Experiencing this issue means that there is an issue with the location's connection. The user should check their internet connection. Being hard-wired (as opposed to wireless) is recommended.

Challenge: Seeing a green screen when trying to use the Screen Share feature.

Solution: Being hard-wired to the Internet (as opposed to wireless) may fix the issue. Also, be sure that you are using Google Chrome as your browser. Finally, try opening the room on a new computer – settings on that specific computer may not allow screen-share capabilities.

Challenge: Attendees not able to log into the room using iPads.

Solution: When using an iPad, the attendee must download the html5 app to be able to join the meeting. The app can be found at the app store by searching "html5 meeting" (see screenshot of app below). You can only attend a session using the app, not present or host. Once the app is downloaded, the rep simply needs the room number (ID) to enter/attend. For additional assistance, refer to the User Guide Addendum: How to Join a Room Using an iPad.

Audio

Challenge: Participants are hearing an echo.

Solution: Using a headset will prevent sound coming out of your speakers from being picked up by your microphone and eliminate the echo and sound feedback effect. Participants should also make sure the computer's microphone and speakers are far enough apart from each other. The person experiencing the echo can also turn down the microphone input level.

Challenge: Participants cannot hear or see Presenter(s).

Solution: Make sure the Presenter's Audio/Video stream is started and unmuted. When looking at the Audio/Video panel of the room, check to make sure the settings are recognizing the camera and/or microphone. If the camera is not being detected, then the browser should be restarted and check camera/microphone settings again. If that does not solve the issue, then a computer restart may be required.

Challenge: Presenter cannot hear Participants.

Solution: Make sure the Presenter can experience audio using other applications or websites. If not, check the sound volume on computer and/or speakers. Next step, close the browser and rejoin the event (Chrome is recommended). If the issue persists, then a computer restart may be required.

Challenge: There is no audio playing with the video.

Solution: Make sure the video is not muted.

Challenge: The video and audio are choppy.

Solution: If possible, Participants should join the event while connected to the internet through a wired connection rather than wireless. Network speed should also meet A/V requirements. Active video streams should typically be limited to 10; Audio-only streams are less resource intensive.

Challenge: Participant's audio is very quiet.

Solution: Confirm that the Participant's microphone input level on their computer is not turned down. Make sure the Participant is close enough to their microphone.

Video

Challenge: Participants cannot hear or see Presenter(s).

Solution: Make sure the Presenter's Audio/Video stream is started and unmuted. When looking at the Audio/Video panel of the room, check to make sure the settings are recognizing the camera and/or microphone. If the camera is not being detected, then the browser should be restarted and check camera/microphone settings again. If that does not solve the issue, then a computer restart may be required.

Challenge: The video froze while playing.

Solution: Discussion leaders should try pausing and replaying the video. If the issue persists, then close the browser and rejoin the event (Chrome is recommended).

Challenge: The video and audio are choppy.

Solution: If possible, Participants should join the event while connected to the internet through a wired connection rather than wireless. Network speed should also meet A/V requirements. Active video streams should typically be limited to 10; Audio-only streams are less resource intensive.

Challenge: Downloaded a video from YouTube and the platform is playing it from an uploaded video.

Solution: Because of the demand of the video and that it's streaming from another server, a great amount of machine function and a good video card is required. It is recommended, instead, to download the video to an mp4 file and then upload that to Storage.
