VIRTUAL ATTENDEE – Technical Support FAQs

Recommended Browsers

○ Use recommended browsers**: Google Chrome 45+, Mozilla Firefox 49+, Microsoft Edge 15+, and Safari 10+**
  - **Note: All versions of Internet Explorer are no longer a supported browser**
  - Note: You may need to enable 3rd party cookies
  - Note: Chrome 45+ and Safari 10+ are the supported mobile browsers
  - Note: Browsers on Smart TV's are not supported at this time.

"I don't have audio. What should I do?"

○ Ensure computer speaker has not been muted and if you have external speakers, check that the volume is turned up or mute control is off.
○ Ensure that the volume on the website's stream is activated, this is in the lower left of the window.
○ Ensure audio is set to desired device
  - Sometimes the wrong device is selected for audio output. This is often the case when an external display using an HDMI output port is used – the computer will often default to using that device as well as the computer's speaker system.
  - Adjust this in your computer's "setting" or system preferences.

"My audio is cutting in and out? What should I do?"

○ If using external computer speakers or headphones, check cable and Bluetooth connections.
○ Next, refresh video stream. If audio is still cutting out, try to restart your computer.

"I don't have video. What should I do?"

○ If you hear audio and see the time advancing but do not see video in your web browser:
  - Try another recommended web browser, see "internet connection tips" below.
  - Ensure you have a strong internet connection, see "internet connection tips" below.
  - There may also be an issue with the stream, please notify the host if this problem continues.
○ If video is blurry, pixelated, or starting / stopping again:
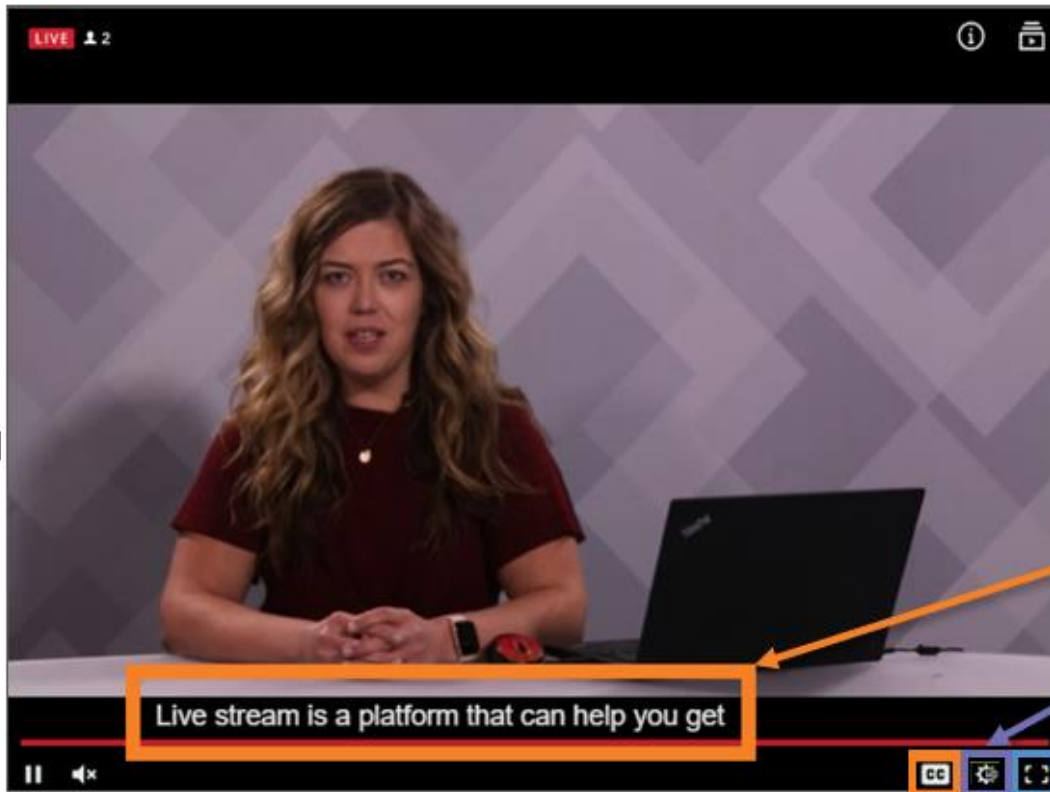 - Ensure you have a strong internet connection, see "internet connection tips" below.

Still having technical difficulty. Try the following Internet connection tips

○ Minimize traffic on network.
○ If you are connected to VPN, try disconnecting and accessing the site again.
○ Connect an ethernet cable directly into the router instead of using WIFI, if possible.
○ Avoid running streaming services (Netflix, Hulu, Spotify, etc.)
○ Use trusted computer with updated software *(i.e. Windows 7 or higher, Mac OS X 10.6 or higher.)*
○ Internet Connection: 5-10 mbps download speed is recommended. Check your connection at https://www.speedtest.net/.

View Closed Captions*

- The broadcast window (pictured below), click on the "CC" button and select your language to turn on captioning
- Captions will appear directly over the bottom of the broadcast window. To turn them off, click on the "CC" button
- To adjust additional settings like text size, color, and font, click on the "Gear" icon
- To make the broadcast window full screen, click the "Frame" icon. This will enlarge the entire screen and increase the captioning size.

Not all broadcasts include closed captioning