

VIRTUAL ATTENDEE – Technical Support FAQ

“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 issues? Try the following Internet connection tips:

- Minimize traffic on network.
- Connect an ethernet cable directly into the router instead of using WIFI, if possible.
- Avoid running streaming services (Netflix, Hulu, Spotify, etc.)
- 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: Chrome 45+ and Safari 10)+ are the supported mobile browsers
 - Note: Browsers on Smart TV’s are not supported at this time.
- 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/>.



****If you continue to experience problems viewing the stream, send an email to our support***

eventsupport@metroconnections.com