Troubleshooting Guide.

1. I am having trouble hearing the audio for a session.

2. I can't see the video for this session.

3. I can't see myself in the meeting hub.

4. I can hear echoing from the session/host

5. My Webcam isn't showing in a meeting.

6. How do I get my session notes after a session?

7. I've changed my profile picture but it isn't updating.

8. I am having issues with my firewall.

ANSWERS

1. Firstly, if you are on a laptop or PC please check that you are using the correct browsers (Google Chrome or Microsoft Edge only) If you are on an Ipad or tablet, Safari works best.

If you are using Chrome or Edge and still having issues, go back to the timeline, click your initials in the top right, click Refresh Data then go back in to the session.

If you are still having issues, log out of the portal, clear your cache, close your browser and then log back in. (Instructions on clearing cache below)

Google Chrome instructions on clearing your cache
Microsoft Edge instructions on clearing your cache

If you are still having issues check your browser for any extensions that might be blocking any of the features of the OnAIR portal (adblockers, pop up blockers etc.) Try disabling these.

2. If you are having issues with the video follow the same troubleshooting tips as mentioned above for the audio.

If none of the following works and the session is being run in Zoom you can open the webinar directly in Zoom by selecting the Technical Issues link found under the bottom right corner of the Zoom window.

Please be aware that Live Polling, Live Q & A and the Discussion Forum can't be used in Zoom so if you need to use any of these features you will need to use the OnAIR portal.

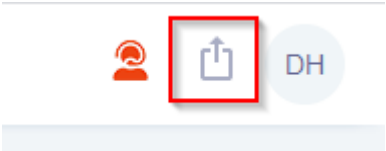
3. In the Meeting Hub you are not able to see your own profile.

4. This usually means you have multiple tabs open for eventsair and multiple video's playing.

5. If your webcam isn't showing in a meeting check that you have allowed your browser to access your camera (instructions above).

If your browser has been allowed to access your web cam check that you don't have any other programs open that might be using your webcam. A webcam can only be used by one program at a time so if you have anything open in the background that is using it, it could prevent the browser from using it. Check that you don't have anything open like Zoom, GoToWebinar, the camera program or the OnAIR portal open in multiple browsers or windows.

6. Session Notes are saved in each session. These notes can be exported out of the portal and emailed to you by selecting the Export button in the top right corner of the page.



7. Go back to the timeline and refresh your portal data by going back to the timeline, click your initials in the top right, click Refresh Data.

If this doesn't work, log out of the portal and then log back in.

If this still doesn't work, log out, clear your cache, close your browser, reopen your browser and log back into the portal.

8. If any type of firewall blocking is enabled, to test what is blocked use https://networktest.twilio.com/ . The following links need to be allowed/whitelisted:

- global.vss.twilio.com 443 WSS (Global Low Latency Twilio)
- au1.vss.twilio.com 443 WSS (Australia Twilio)
- OnAIR portal https://portalapp.conceptevents.eventsair.com/