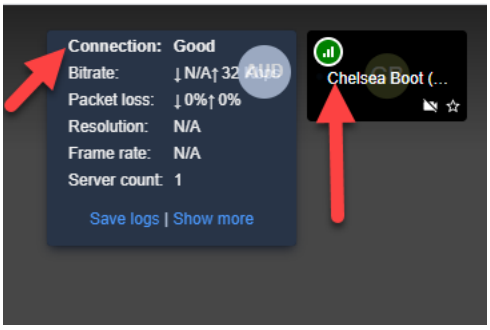
Feedback

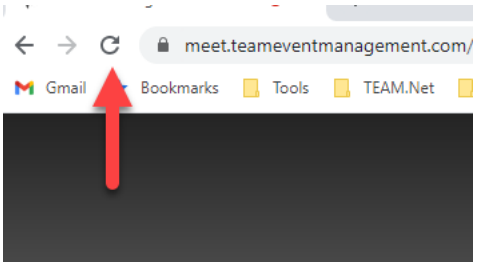
You or the person you are meeting with have more than one browser window open to the Virtual Appointment Page. Close one of the Windows. You could also have multiple devices open to the same Virtual Appointment Page which will also cause feedback. Close one of the windows on one of the devices.

Slow Connection, Choppy Audio, Blurry Video, or Disconnects – This is usually an indication of a slow or congested Internet connection. Make sure that there are not other people on your network watching Netflix, YouTube, downloading large files, streaming audio/video, etc. Test your Internet connection. Search for "Speed Test" on Google. It is usually the first listing. You can see a more consistent view of your Internet connection from the Virtual Streaming App by moussing over your participant icon in the top right corner of the Virtual Stream App. Green is Good. Red and Yellow are poor connections.



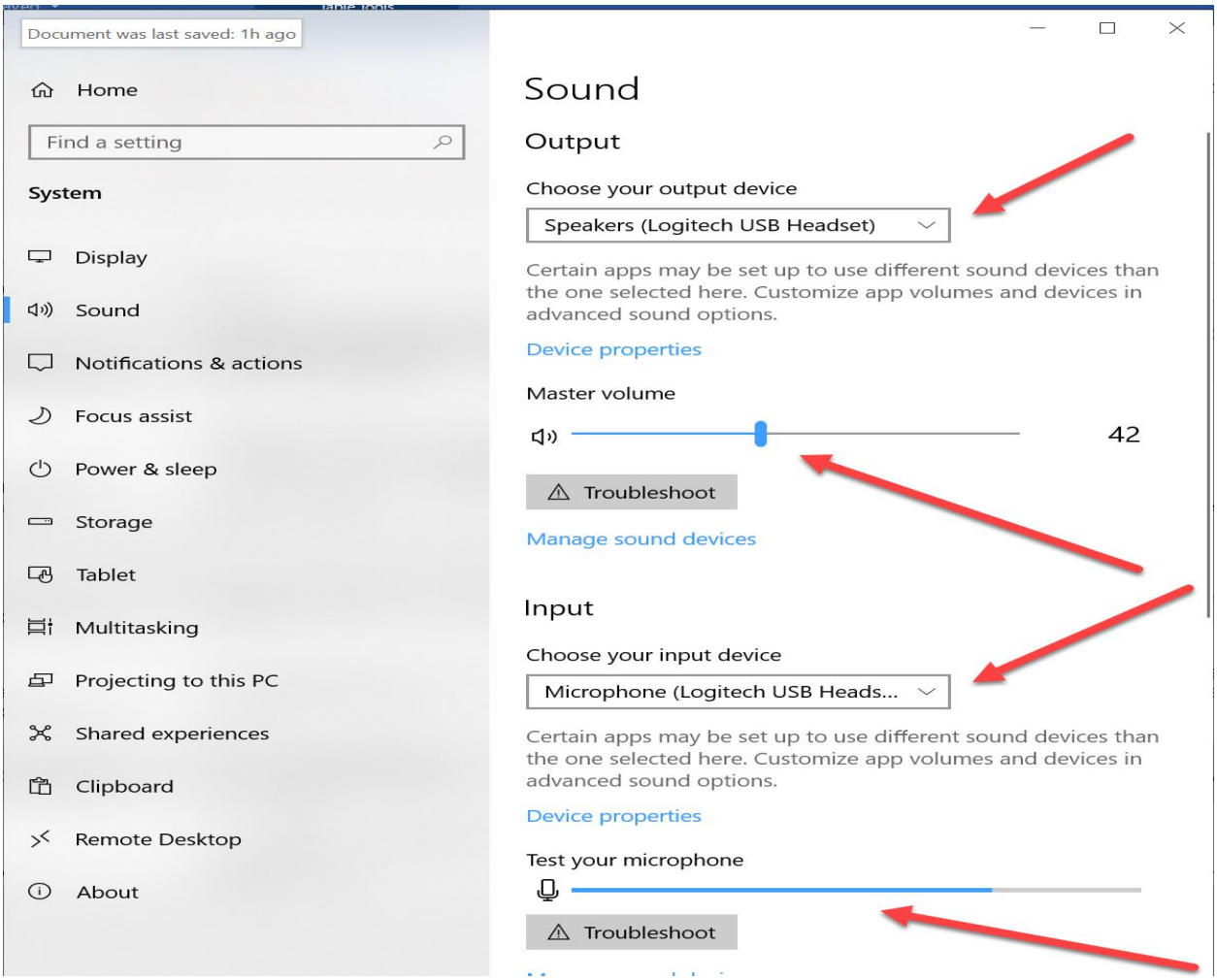
No Access to Camera, Audio, or Mic

First try refreshing your browser by clicking the refresh circular arrow in the top left of the browser window. If that does not work, try rebooting your computer.



There are 3 different places that could be preventing you from accessing your camera, audio, and/or mic (Windows, Browser, Virtual Streaming App).

1) Windows – In the bottom right corner of your screen you should see an up arrow or a speaker icon. If you don't see the "Speaker" icon, then left click on the up arrow "^" icon to find the speaker. Right click on the speaker icon, then select "Open Sound setting".



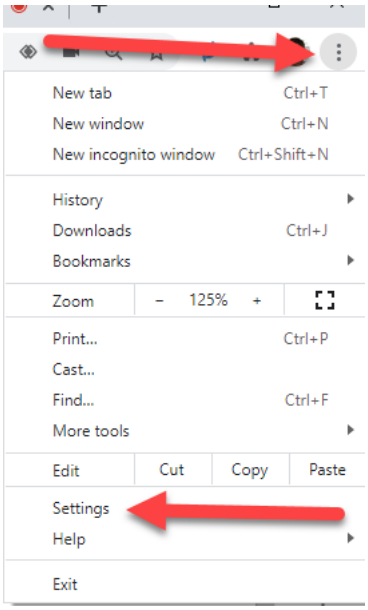
Output/Speakers - Make sure that Windows is using the correct output/speakers (first red arrow above). This is where you select Internal speaker, headsets, air pods, etc. You can click on the Master volume bar (second red arrow above) and if your speakers are working, you will hear a sound each time you click.

Input/Microphone – Make sure Windows is using the correct input/microphone (third red arrow above). This is where you can choose the microphone that you are using. Speak into your microphone and you will see the "Test your microphone bar move as you speak (fourth red arrow above).

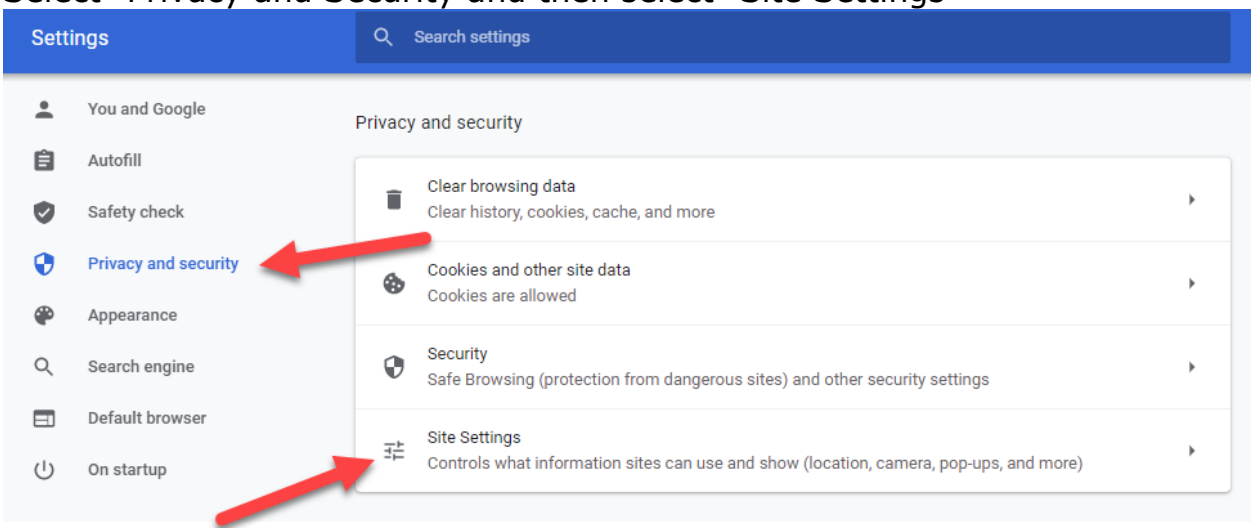
If you cannot get the above to work, then call your tech support person.

2) Browser (Chrome) – Firs thing to try is to use another browser. Chrome is the browser that seems to work best. Edge also works well, but Chrome is best). Most versions of Firefox and Safari browsers will work, but some versions are known to have problems. Avoid Internet Explorer.

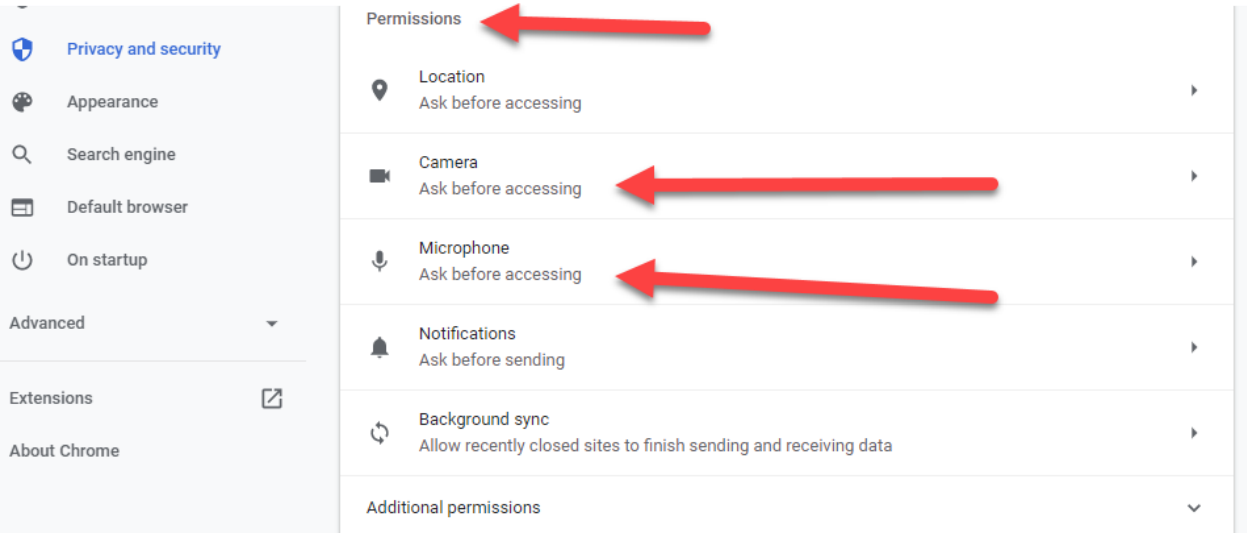
Chrome Camera and Microphone issues – Click on the 3 vertical dots in the top right corner of the browser window and select the settings option.



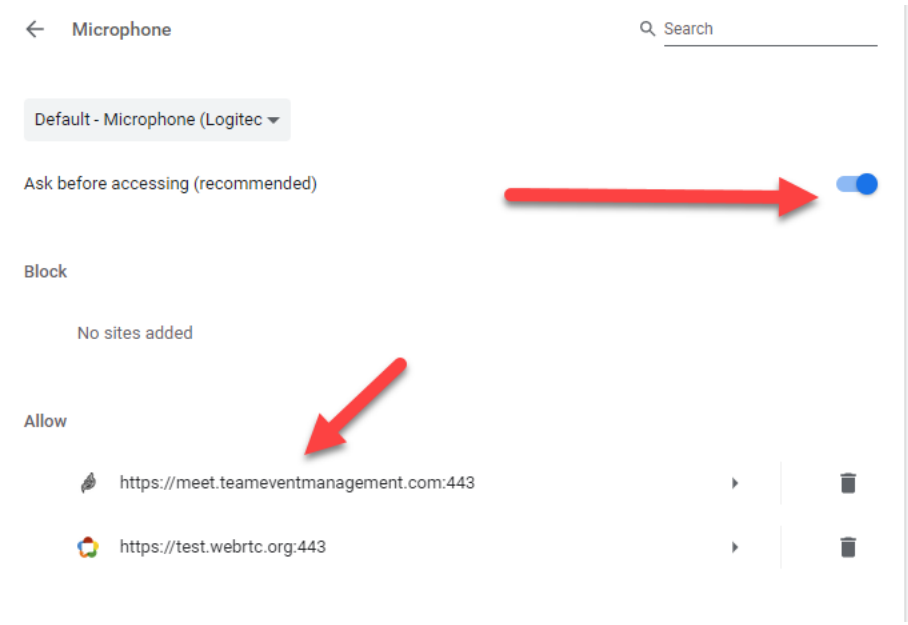
Select "Privacy and Security and then select "Site Settings"



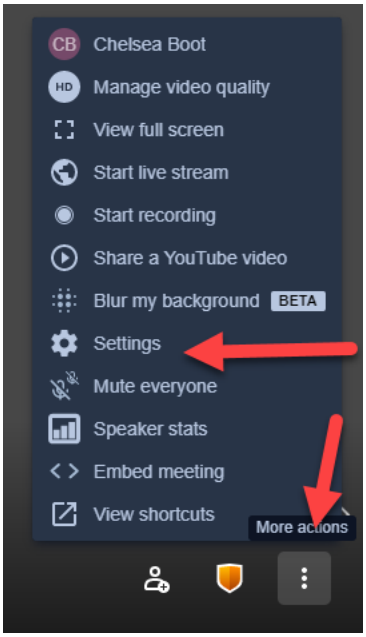
Scroll down to the "Permissions" section. The Camera and Microphone should both be set to "Ask before accessing". If they are not, then click on the Camera and/or Microphone and set them to "Ask before accessing".



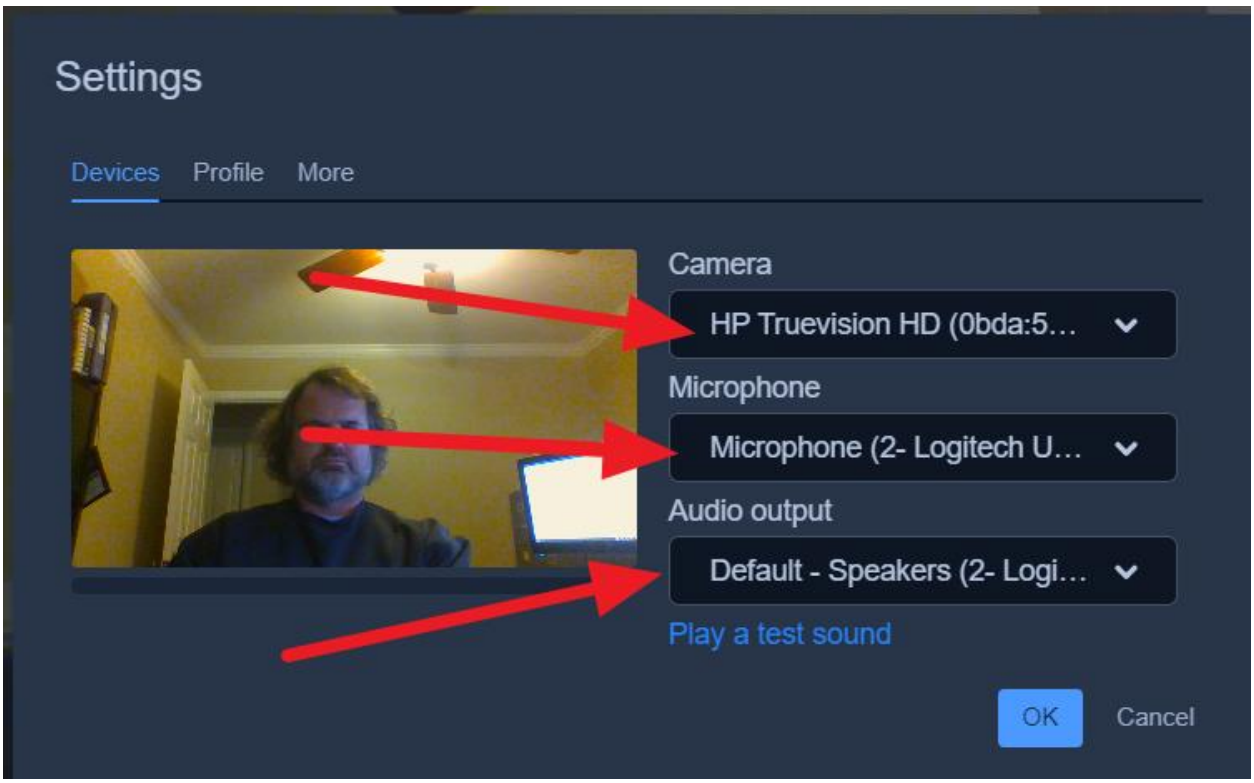
Make sure that "xxxxx.teameventmanagement.com" is in the allow list and not the block list. "xxxxx" = any characters. If not, then check with your tech support person.



3) Video Conferencing App – In the Video Conferencing app, select the 3 vertical dots in the bottom right corner, then select "Settings".



Make sure that you Camera, Microphone and Audio Output (Speakers) are all selected. If not, then please select the appropriate device or contact your tech support person for help.



Connection Issues

If you know you are behind a corporate firewall or that you are using a VPN from home that you cannot turn off when accessing the Internet, then you will need to talk to your IT department. Ask them if there is a way for you to access the Internet without going through your VPN or if you are behind a corporate firewall, ask them to open the ports that are being blocked through the firewall. (Firewall port information below)

If you do not have easy access to your IT department and can stay at home and use your home network and personal computer without a VPN, then that may be your easiest option. You can also use 2014 versions or later of iPads and Android tablets, but the iPads and Tablets don't always allow you to share your screen. If the iPads and Android tablets are going through the same corporate network, you will still be blocked.

Another option is to use your mobile phone as a mobile hotspot. You can connect to this mobile hotspot using your desktop or laptop, thus bypassing your corporate firewall.

Send the following to your IT department:

The WebRTC Test below should give you a good idea of what is being blocked:
http://test.webrtc.org/

UDP Port 10,000 must be open

If you don't want it open this port for all traffic, then you can open it for IP 34.193.57.54

You can test the UPD Port 10,000 by running the following from the command prompt:

nmap -sU -p 10,000 34.193.57.54

If the nmap command is not installed, you can get it at:
https://nmap.org/download.html

If you are still having issues, then setup an Internet connection that is outside your corporate firewall for this user.