



Video conferencing

Troubleshooting steps and
additional technical help

Joining your video meeting/event

For use with: express.vc | vep.express.vc



Are you having trouble joining your video meeting via your web browser?

This guide is for those experiencing issues with joining their video meeting/event via their internet browser.

The following information provides a range of options and instructions to assist you with connecting to your important meeting or event.

This information is also available via our [website](#).



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Troubleshooting steps

Follow these troubleshooting steps in order

After each step, please refresh your browser and try again to connect to your meeting/event.

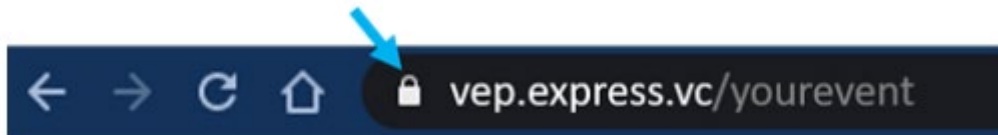
1. Reset browser permissions (Chrome, Firefox and Safari)

To connect to the virtual event/video conferencing platform (VEP) **you must have access to a camera, microphone and speakers and allow your browser to access them.**

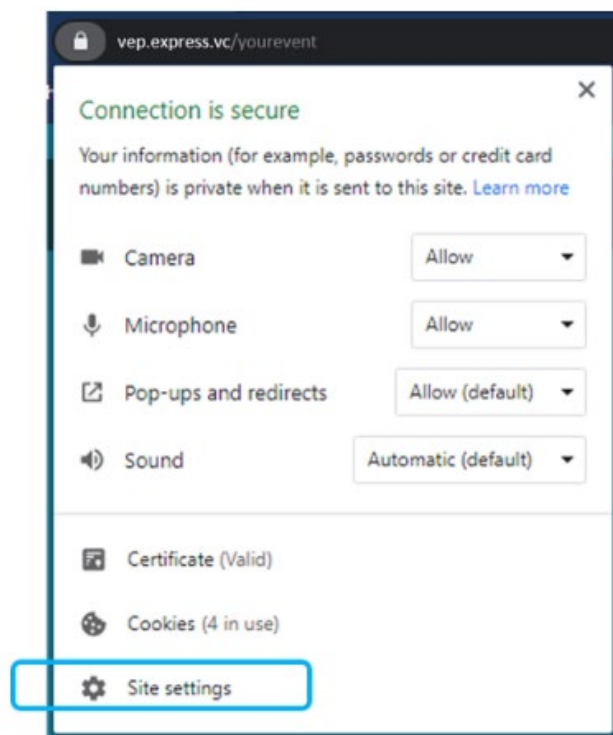
The following details the **instructions to reset permissions** for the browsers that are supported by our system. Instructions may vary, however, we recommend the following:

Chrome browser

1. Click on the padlock located in your search bar

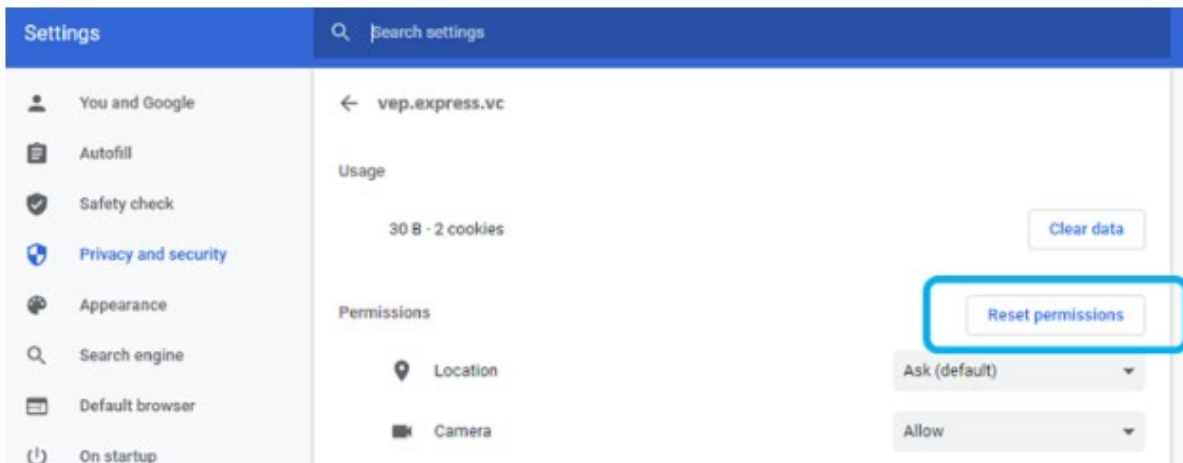


2. Select *Site settings*





3. Select *Reset Permissions*

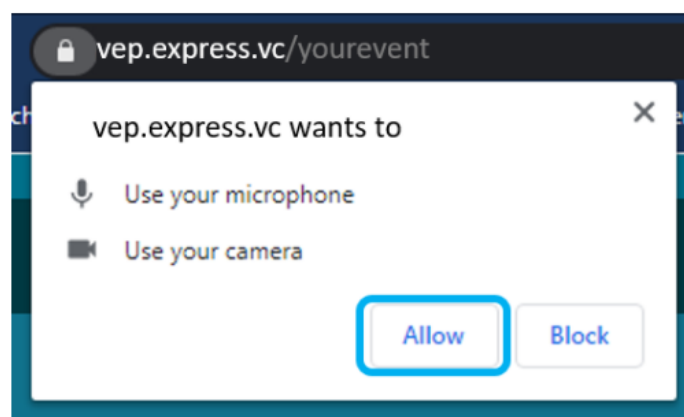


4. Select *Reset*



5. Close all Chrome tabs/windows. Refresh your browser and try connecting again.

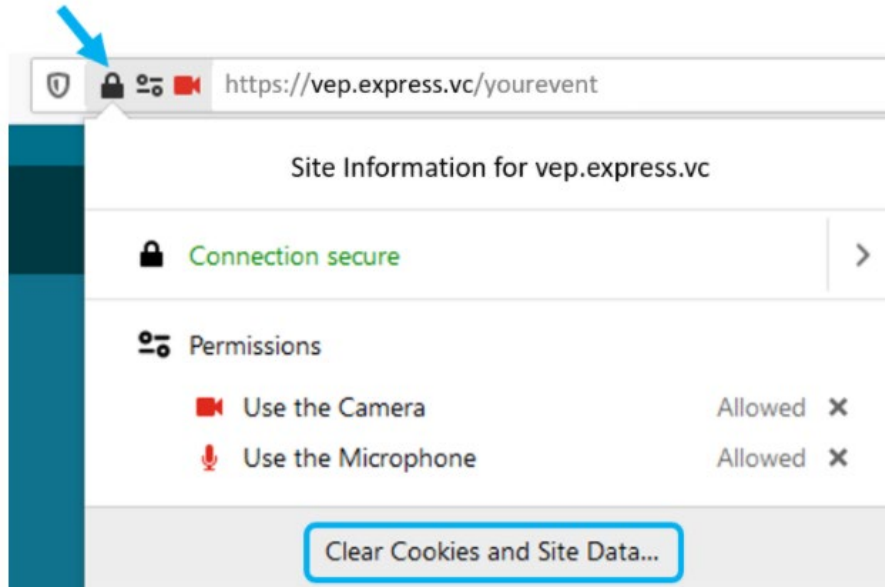
6. When the new browser opens, click *allow*.



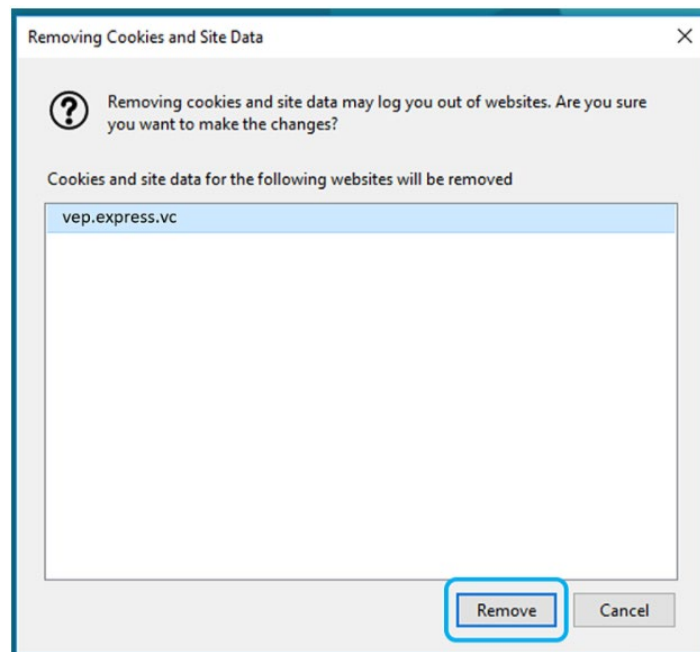


Firefox browser

1. Click on the padlock located in your search bar and select *Clear Cookies and Site Data...*



2. Select the correct site from your list and select *Remove*.

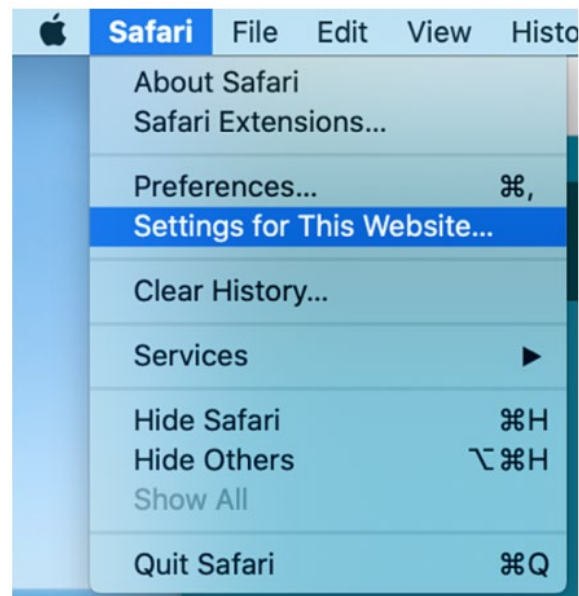


3. Close all Firefox tabs/windows. Refresh your browser and try connecting again.

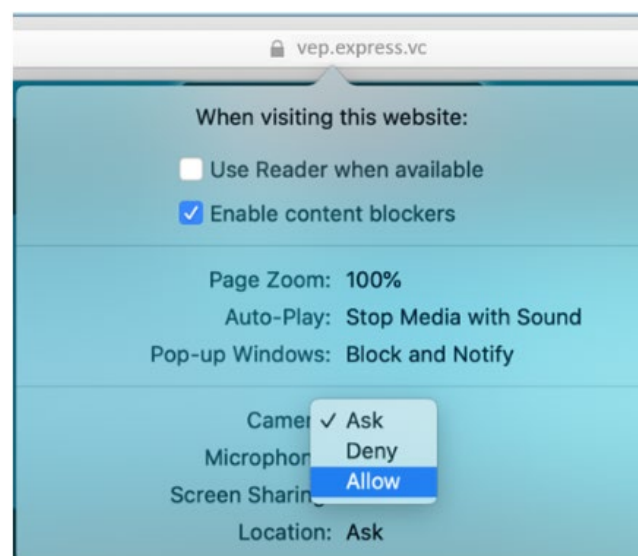


Safari browser

1. Click on the Safari tab (located at the top left by the Apple icon) and choose *Setting For This Website*.



2. You will see 'Camera' and 'Microphone' listed. Click on the dropdown beside them and select *allow*.



3. Refresh your browser and try connecting again.

PLEASE NOTE: Resetting browser permissions rectifies connection issues for the majority of cases, however, **if you still cannot connect**, the other steps provided in this troubleshooting guide may help.



2. Is your internet browser supported?

Ensure your browser is supported by our virtual event platform (VEP)

Check your current browser by going to the website: whatismybrowser.com

Supported browsers

If your current browser is not supported, we recommend downloading one of the following supported browsers;

- Google Chrome 65 or later
- Firefox 52 or later
- Safari 12.2 or later

If you are unsure how to do this, please contact your own IT support.

Once you have the supported browser installed, try **connecting again**.

If you still can't connect, please see 3. Do you have a camera, mic and speakers and have you allowed access?

3. Do you have a camera, mic and speakers and have you allowed access?

Equipment you need to access the virtual video meeting

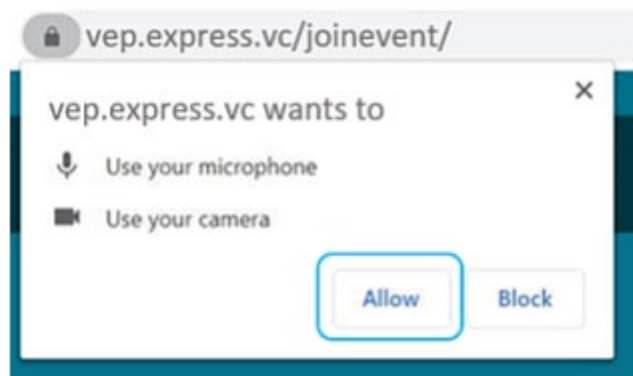
Your **laptop or desktop computer must** have an integrated **microphone** and **camera** or peripheral microphone and camera devices connected.

You require access to speakers or a computer-enabled headset to be able to listen/hear the audio.

Granting the virtual event platform (VEP) and your browser access to your microphone and camera

When you click on the unique meeting link (provided to you by the meeting organiser) to join the meeting and to enter the virtual event platform (VEP) for the first time, this pop up may appear.

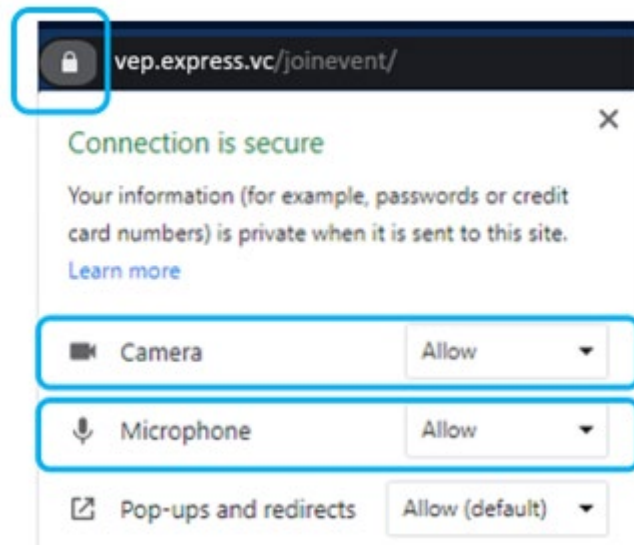
Click **Allow**





If you miss this step or still cannot access the meeting, click on the padlock located in your browser's search bar and allow your camera and microphone.

If you still can't connect, please go to 4. Check your platform settings.

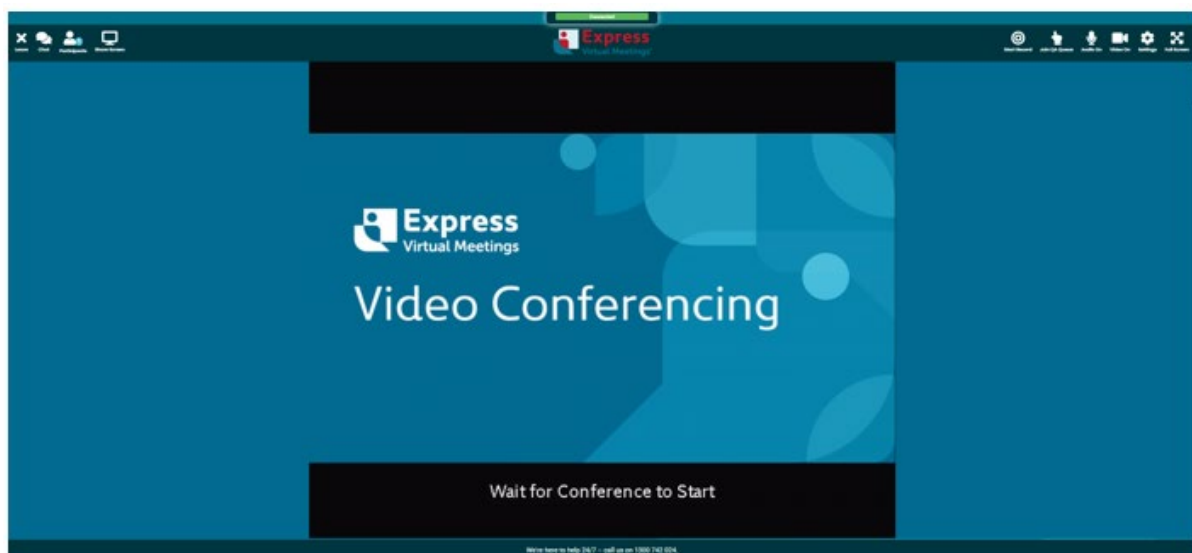


4. Check platform settings

Test your equipment prior to the meeting

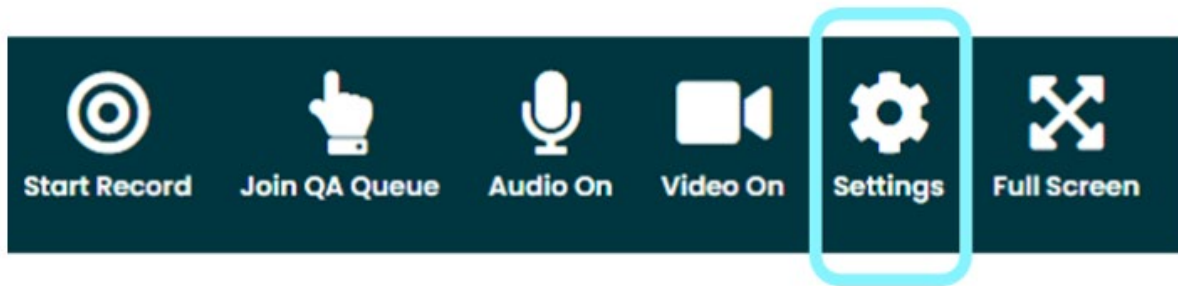
Meetings usually open 30 minutes prior to the scheduled start time. This gives you time to join the meeting and check your equipment settings.

You will know you have arrived at the meeting, as you will see a screen similar to this:



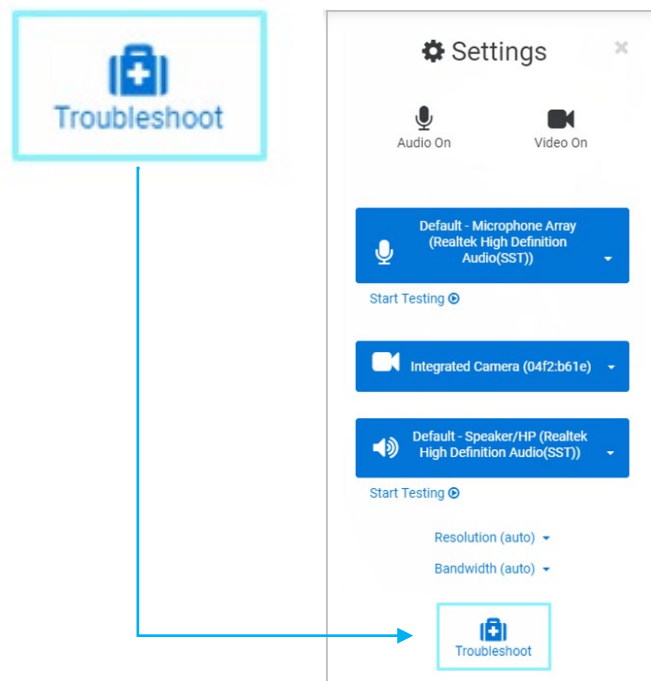


The VEP system has a series of tests it can perform to ensure your equipment is connected. To check and test your equipment settings, **click the settings icon.**

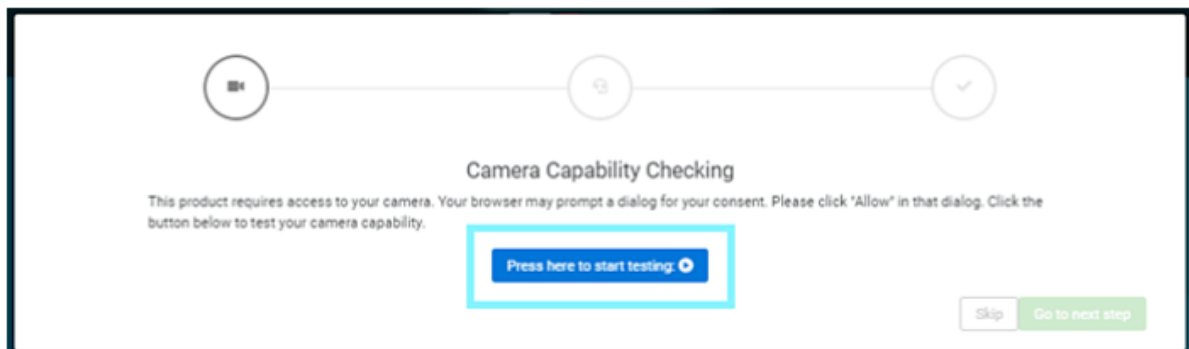


You will see the **settings window** appear.

Click on the **Troubleshoot** button.



Then follow the on-screen prompts to ensure your equipment is working.





Camera Capability Checking


This product requires access to your camera. Your browser may prompt a dialog for your consent. Please click 'Allow' in that dialog. Click the button below to test your camera capability.

Testing... Please Wait...

Do you see your desired camera view here?

Integrated Camera (04f2:b5ce)


NO YES



Skip Go to next step

Camera Capability Checking

This product requires access to your camera. Your browser may prompt a dialog for your consent. Please click 'Allow' in that dialog. Click the button below to test your camera capability.



Camera Capability Test Result: Success

Skip Go to next step



Microphone and Speaker Capability Checking

This product requires access to your microphone and speaker. Your browser may prompt a dialog for your consent. Please click "Allow" in that dialog. Click the button below to test your microphone and speaker capability.

Press here to start testing: ▶

Previous Step Go to next step

Microphone and Speaker Capability Checking

This product requires access to your microphone and speaker. Your browser may prompt a dialog for your consent. Please click "Allow" in that dialog. Click the button below to test your microphone and speaker capability.

Speaker Capability Test Result: Success

Testing... Please Wait... ▶

Read this line at your normal voice level: Welcome to Compunetix Audio Video Conferencing System

Do you hear the audio playback from your speaker?
Default - Internal Microphone (Conexant SmartAudio HD)

NO. Try another device. **YES**

Input Level:

Previous Step Go to next step

Microphone and Speaker Capability Checking

This product requires access to your microphone and speaker. Your browser may prompt a dialog for your consent. Please click "Allow" in that dialog. Click the button below to test your microphone and speaker capability.

Microphone Capability Test Result: Success

Previous Step Go to next step

All Done!

Great Job! You are 100% powered up for the best audio/video communication experience. We are honored to serve you. Enjoy!

Finish

If these tests are successful, try connecting to your virtual meeting again.

If these tests fail, please follow steps 1 through 3, if you haven't already done so.

For further assistance, contact your own IT support.



Additional technical help

Tried the troubleshooting steps and still can't gain access to your online meeting or event? You may need additional technical help.

Try a different network connection or hotspot from your smart phone

Using your smartphone as a hotspot

A mobile hotspot (also known as Wi-Fi tethering) blends software, hardware and back-end network data services to transform a phone into the equivalent of a broadband modem and router.

A phone hotspot can work with any Wi-Fi-based device, including laptops, tablets, and other phones.

Switching to a mobile hotspot can assist in organisations with strong network security protocols in place. **Please consult your organisation's IT Security Policy** prior to hotspotting or connecting to different networks on corporate devices.

For instructions on how to set up a mobile hotspot (for iPhone or Android) visit:

<https://www.telstra.com.au/support/mobiles-devices/mobile-phone-wifi-hotspot>

Disconnecting remote desktop connections or VPNs, security and firewalls

1. Disconnect any **remote devices, such as a remote desktop connection (VPN)**. Refresh your browser and try connecting again. If you are unsure how to do this, consult your IT support team.
2. Your IT team may enforce strong **security policies/firewalls** preventing real-time communication systems (WebRTC) from working. Speak to your IT team for assistance when connecting if you are experiencing any issues connecting for the first time.

Disable browser extensions

Browser extensions could cause interference with the VEP and prevent you from joining your meeting.

If you are having issues connecting, we recommend as a troubleshooting step, to temporarily disable your active browser extensions.

The following instructions for disabling browser extensions in Chrome, Safari and Firefox were found via an internet search: *how to disable browser extensions in 'browser'*.

Google Chrome

1. Click the menu icon "≡" at the top right of the **browser** window, choose **more tools > extensions** to open the extensions.
2. Uncheck *enabled* to **disable** an **extension**.
3. Click the **Disable** link under the plugin/extension you want to **disable**.



Safari

1. Choose **Safari** > Preferences then click **Extensions**.
2. To **turn off** an **extension**, deselect its tick box.

Firefox

1. Click the menu button, select **Add-ons** > **Extensions**.
2. Scroll through the list of **extensions**
3. Click the blue toggle for the **extension** you wish to **disable**.

Disable anti-virus software

If you have tried steps 1-4, and are still experiencing connection issues, please consult your anti-virus software user manual and/or ask your IT support.

Try a different device

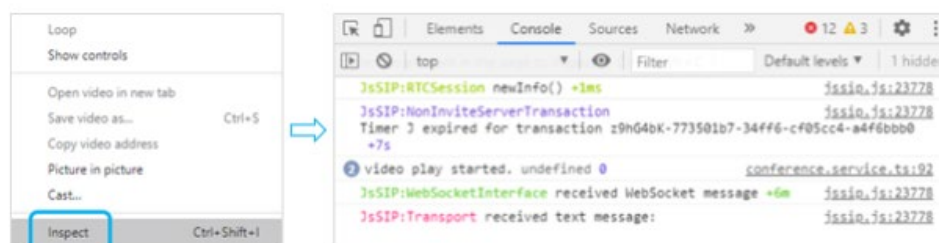
We recommend using a laptop or desktop computer.

How to provide Chrome and Safari browser console logs (last resort)

When all other troubleshooting options have been exhausted, providing us with your **browser console logs** allows our technical team to determine additional underlying issues that could be hindering your access to our cloud-based platform.

How to retrieve Chrome browser console logs

1. In Google Chrome, visit <https://express.vc>
2. Enter passcode: 123456
3. Enter your name
4. Wait for the call to establish or fail
5. Once call is established or failed, right-click anywhere on the screen, click *Inspect*
6. Browse to the Console tab
7. Copy ALL of the content you see and paste into an email and send to; systems@expressvirtualmeetings.com
PLEASE NOTE: This is a long list, so click inside the text (but not a link), press CTRL + A to select all text, CTRL + C to copy all text, and then CTRL + V to paste in an email.





How to retrieve Safari browser console logs

1. Under the Safari menu, choose “Preferences...”
2. In the preferences window, select the “Advanced” tab
3. At the bottom of the screen, there is a checkbox that says “Show Develop menu in menu bar”. Tick this box. Then close the preferences window.
4. There should now be a new menu named “Develop”
5. Display the debug console
 - a. **The hard way**
In the Develop menu, choose the “Show JavaScript Console” item. It is about 1/3 of the way down. (There are lots of items in this menu!)
 - b. **The easy way**
Display the debug console: Press Command-Option-C (**the Develop menu still needs to be enabled for this to work**).
6. To copy the console log
 - a. Scroll up to the first message in the console. Click it to select that message.
 - b. Scroll down to the very last message. Shift-click on that one. That will select all messages in the log.
 - c. Right-click anywhere in the console area and choose “Copy Selected” To copy the console log:
PLEASE NOTE: that this will only copy the SELECTED lines. So it’s important to make sure they are all selected. To copy the console log
 - d. Open a text editor application such as TextEdit
 - e. Paste the console log into a file and save it and send to; systems@expressvirtualmeetings.com

No time to troubleshoot? Dial-in to your meeting in listen-only mode using your telephone

To dial in using your telephone, you require the following;

- dial-in phone number
- conference access code

PLEASE NOTE: These items are unique to your virtual meeting/AGM.

You will find the unique dial-in number and conference access code in your;

- Notice of Meeting (NoM), or
- the registration confirmation email

PLEASE NOTE: Voting and Q&A are not available in listen-only mode.

END OF DOCUMENT



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