

## Virtual Meeting Troubleshooting Tips

Support emails can be sent to: [aic2022support@vcubewebcasting.com](mailto:aic2022support@vcubewebcasting.com)

- issue: hearing "echo", or the sound twice. This is typically because two browsers with the live stream are opened, so it is actually playing twice with a slight offset.
  - Solution: Close all browsers and re-open content by clicking on link once (to ensure it only opens once)
- issue: black box or missing video box (no video stream) - typical reason is trying to access through a network that does not allow streaming, or using ad-blocking/cookie-blocking software, or their browser isn't updated or doesn't allow flash
  - Solution #1 - first try opening content in a different browser (meaning if trying through Firefox, then try through Chrome) - this fixes 90% of the time the issue
  - Solution #2 – Disable all ad-blockers, cookie blockers, etc. Do not use Private Browsing/Incognito mode.
  - Solution #2 – if you are connecting through a VPN, disconnect from your VPN and try again
  - Solution #3 - Try using a different network to access content (some work networks block the content)
  - Solution #4 - try disconnecting your phone from the wifi, and try connecting through your smartphone
- issue: audio is coming in "stuttered" or video is stalling
  - Solution #1 - try watching a lower bandwidth using the bandwidth selector at bottom right of player, their network is most likely slow
  - Solution #2 - or, try on a different network
  - Solution #3 - if you are connecting through a VPN, disconnect from your VPN and try again
- issue: can see video, but no audio
  - solution: make sure both the volume in the player located at the bottom left of video box and the audio for their computer is turned on
- Issue: Text chat box has a spinning circle, but cannot see chat
  - Solution #1 - try in a different browser
  - Solution #2 – the internet network being used is slow. try disconnecting your smartphone from wifi, and connect using your phone