



Exhibitor Directory Troubleshooting Guide

Exhibitor Rooms are meant for delegates to speak audibly face-to-face to the exhibitors/sponsors. To do this you will need to give your browser and the website access to your microphone and camera. Without granting access you will not be able to use the Exhibitor Rooms.

The most common issue is a VPN connection that is blocking the application. Please temporarily disable the VPN if you are having trouble.

When launching Join Room in the Exhibitor directory and 3 dots appear looping / Media cannot load / Video playback issues;

A. Please check that your browser is up-to-date. We recommend Chrome and the latest version is: Version 85.0.4183.121

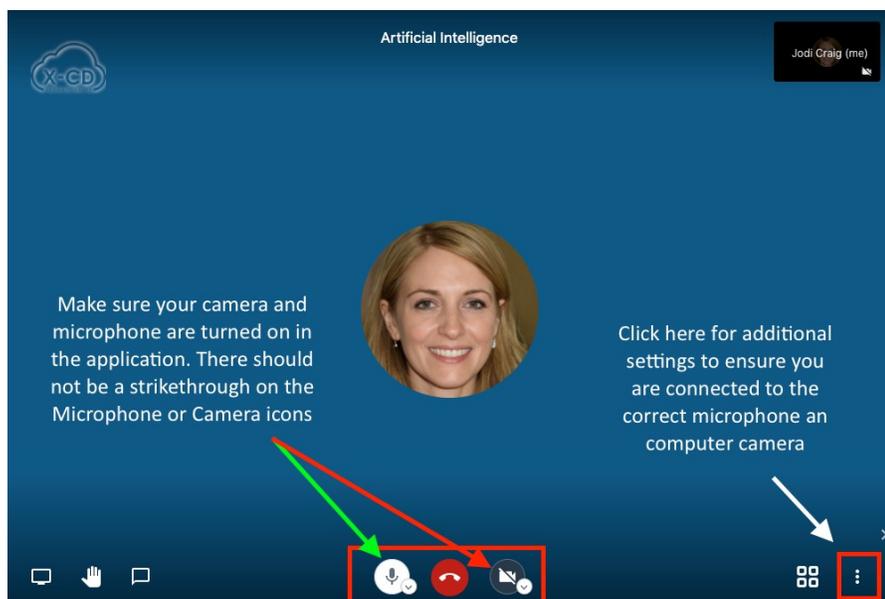
To check what version your browser is, click the 3 dots in the upper right hand corner of your browser screen, select Help, About Chrome. If you are not using the most recent version, please update your browser and use the login link again.

B. If you are using a VPN connection, please disable it and try again.

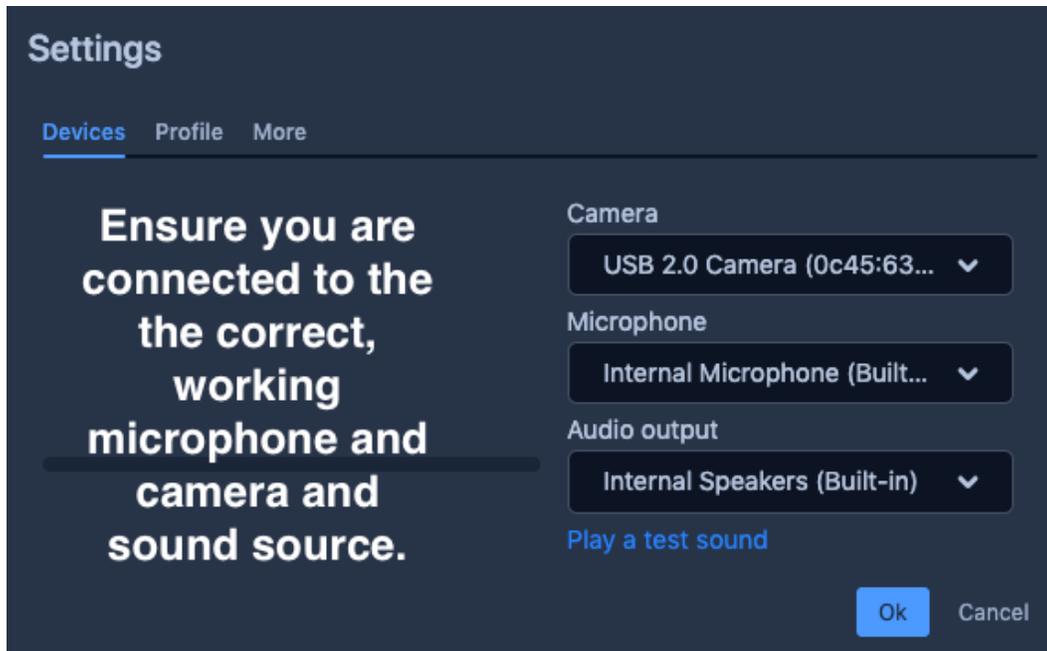
C. If you are still unsuccessful, it is likely a firewall issue which you will need your IT support to help you resolve or try connecting from a different network.

Troubleshooting tips below:

- Ensure you have given access to your browser for the website to access your camera and microphone
- Ensure you are using an up to date version on Chrome (recommended), Firefox, or Safari. The application will not work on Internet Explorer or Microsoft Edge.
- Ensure that you do not have any **corporate blocks, firewalls, or VPN open on your computer.**
- Ensure that the settings in the video chat application are using your correct microphone and webcam



- If you follow all these steps, and you still cannot connect, it is a hardware issue, and we suggest trying another desktop or laptop computer.



Giving Camera and Microphone Access to the Browser

- CHROME><https://support.google.com/chrome/answer/2693767?co=GENIE.Platform%3DDesktop&hl=en>
- FIREFOX><https://support.mozilla.org/en-US/kb/how-manage-your-camera-and-microphone-permissions>
- SAFARI> <https://support.apple.com/en-ca/guide/safari/ibrwe2159f50/mac>

If after troubleshooting, you still cannot connect to the audio or video, you may have a corporate firewall installed, or your computer hardware (camera, microphone) may not be equipped for handling the networking application. Please reach out to your IT department, or try another desktop or laptop computer.