

HFMA West Midlands branch annual conference 2020

19 – 23 October, Online



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HFMA West Midlands Branch 'Festival of Finance' Troubleshooting tips!

Please try the following troubleshooting tips first to try and fix the problem. If the issue persists, please contact the helpdesk on Hopin or email fleur.sylvester@hfma.org.uk

1. **Join from a compatible browser.** Hopin works best on [Chrome](#) and [Firefox](#). Pro tip: Make sure your browser is up to date.
2. **Check your internet speed and network.** We recommend a minimum of 5mbps download and 2mbps upload. Ideally, we like to see 30mbps download and 10mbps upload or higher for the best quality - [test your speed here](#).
 - o If you are using a VPN (network) or device provided by your employer, ensure your device can access and share your camera and microphone on.
 - o Ensure you can access the following website domains to use Hopin. You may have to check with your IT department if using a device or network provided by your employer.

*.hopin.to *.tokbox.com *.pusher.com *.herokuapp.com *.mux.com *.twilio.com *.hopin-analytics-production.herokuapp.com

For more information about Hopin's network connectivity settings, [click here](#).

3. **Restart your computer** before joining the event. This ensures that there are no other video applications holding onto audio or video for any reason.
4. **Please use headphones when participating on-screen.** This will help eliminate echo and feedback.
5. **If you lose sound or can't share your audio/video or screen share, try these steps (in order):**

MAC Audio/Video Troubleshooting

- o Refresh your browser.
- o Quit and relaunch your browser.
- o Ensure your browser's permissions are granted to have access to your camera and microphone (in Chrome, type into the URL bar: `chrome://settings/content`).

- Ensure your browser has permission to record your screen (open your computer's System Preferences > Security & Privacy > Screen Recording > find your browser in the list and check the box). Then quit and relaunch your browser.
- Restart your computer.
- Join the event in a different browser (e.g.: switch from Chrome to Firefox).

PC Audio/Video Troubleshooting

- Refresh your browser.
- Quit and relaunch your browser.
- Ensure your browser's permissions are granted to have access to your camera and microphone (in Chrome, type into the URL bar: chrome://settings/content).
- Restart your computer.
- Join the event in a different browser (e.g.: switch from Chrome to Firefox).

6. Watch the *How to use Hopin as an attendee* tutorial video:

<https://www.loom.com/share/68fb1c22764f40f7958b3476c4500673>

Troubleshooting Audio

Troubleshooting your browser

1. Restart your computer.
2. Confirm the program's volume isn't turned down or muted. When using browsers like Chrome or Firefox, each tab can be muted individually. Right-click a tab to see its status. The option will say "Unmute tab" if it is currently silenced.

Troubleshooting your device

1. First, check to make sure Windows is using the correct device for speaker output by clicking on the speaker icon in the taskbar. (Sometimes Windows can switch an output to a different device, unbeknownst to you.) At the top of the pop-up window, you'll see the name of the speaker currently in use—e.g., *Speakers (2-Anker PowerConf)*. Click on that name to switch to the proper device, if applicable. If using external speakers, make sure they are powered on.
2. Restart your computer.
3. Check the speaker icon in the taskbar that the audio is not muted and is turned up.
4. Ensure that your computer isn't muted via hardware, like a dedicated mute button on your laptop or keyboard.
5. Right-click the volume icon and click *Open Volume Mixer*. Make sure all options are on and turned up.
6. Plug headphones in to see if that serves a workaround. When participating in a virtual event, we always recommend using headphones.
7. Right-click the volume icon again and choose *Open Sound settings*. In the window that opens, find *Related Settings*, then click on *Sound Control Panel*. In the *Playback* tab, confirm that your audio device (likely 'Speakers') has a green checkmark next to it. Then click *Properties* and make sure that *Use this device* is enabled.