



EAPRIL 2021

24-26 NOVEMBER 2021 // ONLINE EVENT

"LEARNING IN THE AGE OF
INDUSTRY 4.0"



EAPRIL 2021 FAQ's and Troubleshooting

Introduction

The EAPRIL2021 virtual conferences will be hosted through PheedLoop, our virtual event platform. PheedLoop offers a stable, scalable, and user-friendly conference solution, complete with a Zoom integration to host live sessions.

To ensure a smooth conference experience for both conference attendees and presenters, we have provided a series of **pre-recorded tutorials** that walk you through the main functionalities of PheedLoop, our virtual event platform.

Watch our tutorial videos on our YouTube channel [here](#).

During the Conference

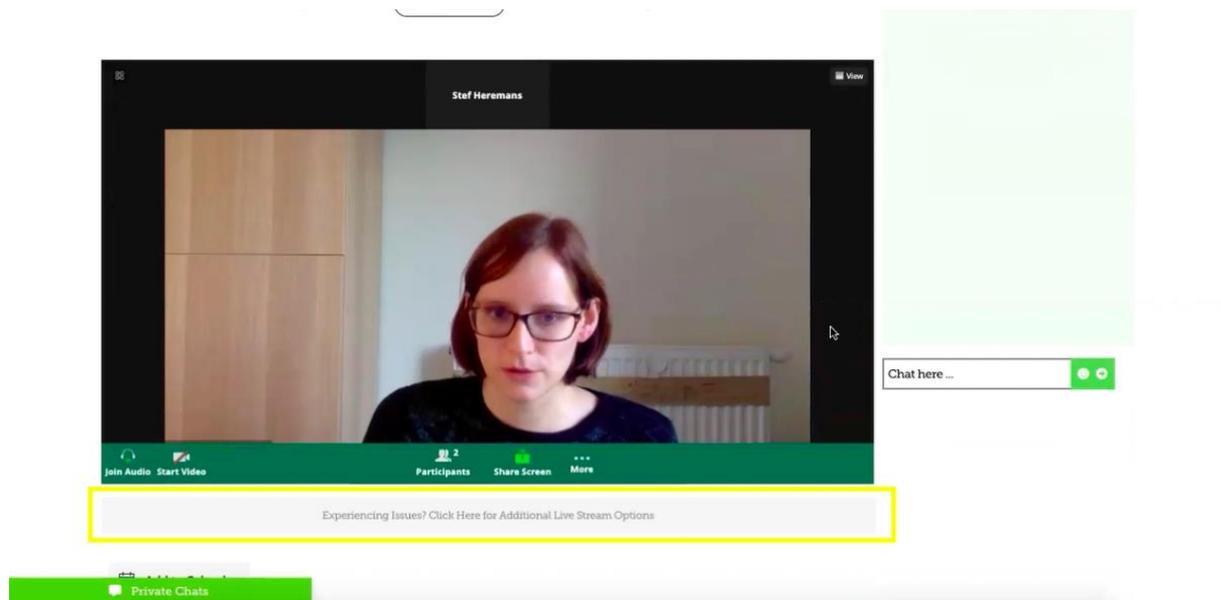
During the conference, we recommend the following tips and tricks:

- **Google Chrome** is the recommended browser, connected to a **landline internet** connection, if possible.
- **Disable ad or pop-up blockers in** your browser to make sure that you can enjoy the virtual conference in the way it was designed.

- Ensure that you have allowed **access for microphone, video and screen recording** in your browser. If possible, we recommend you to use **a headset**.

- While PheedLoop is compatible with mobile devices (tablet, smartphone), we recommend you to use a **laptop or desktop** whenever possible.

- Should you be experiencing severe issues while attending a session in Pheedloop, we recommend you to **join the session externally in Zoom**. You can do this by clicking on the grey bar below the session window in Pheedloop that says 'Experiencing issues? Click here for Additional Live Stream Options':

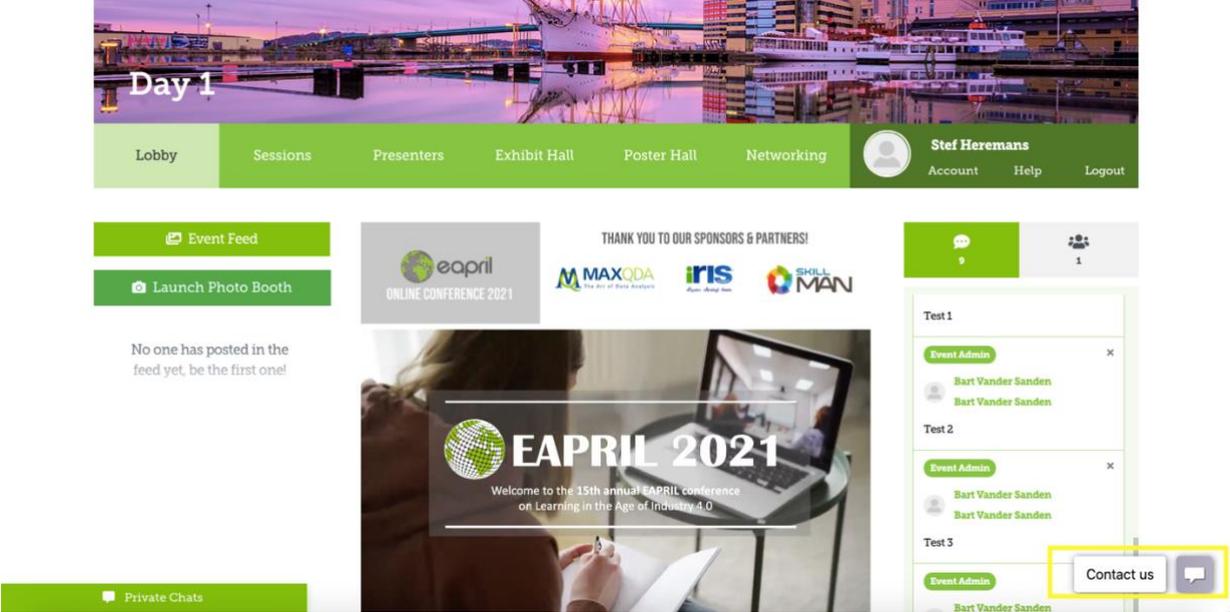


- During a live session, feel free to reach out to the dedicated **EAPRIL Helper**, present in each session who can help with the most urgent questions.

- Use the **"help"** button within the virtual platform to search through PheedLoop's own support base:



- If you are unable to solve the issue yourself, or with the help of the EAPRIL helper, reach out to a member of the EAPRIL Office through the **chat widget** ("contact us"):



Recommended System and Internet Requirements

A general rule of thumb is that any modern browser and high-speed internet connection is all that's really needed to run PheedLoop itself. The best setup we've found is using Google Chrome on a laptop or desktop, with an internet connection offering at least 25 Mbps download speed. You can test your internet speed at fast.com.

Supported Browsers

Any major, modern browser is supported. This includes Google Chrome, Mozilla Firefox, Apple Safari, and even Microsoft Edge. **Note that Internet Explorer is not a supported browser due to it being incompatible with modern web performance and security standards.**

Device Types

PheedLoop's virtual conference platform is best experienced on a laptop or desktop device, though it is responsive and compatible with tablets and smartphones. Tablets and smartphones are best suited for view-only experiences, as PheedLoop relies on several technologies that are best compatible with full browsers (e.g. Zoom for live sessions).

Troubleshooting

Everybody has different browser configurations and network settings/restrictions which, in extreme cases, may warrant trying a different browser and/or network just to have a clean environment to engage with PheedLoop through. In case something isn't working, to isolate the root cause, we often suggest trying:

1. Private/incognito window in your browser
2. Different browser (see Supported Browsers above)
3. Disabling any operating system level VPNs or firewalls which may be blocking a specific website
4. Different network
5. Different computer

Live Stream Troubleshooting

If you are experiencing issues with the live stream during the conference, it's very likely local to your computer or browser configuration. Although there isn't one magical fix, here are some common troubleshooting tips that should allow you to experience the conference to its fullest.

Browser

We strongly recommend using a modern browser to participate in the virtual event. Specifically, we suggest Google Chrome for its security and feature compatibility. If you have Google Chrome installed, please use it instead of your current browser.

Internet Connection

A high speed internet connection is recommended to participate in sessions without experiencing interruptions. If the stream is working, but the audio or video seems choppy, it's possible that your internet connection is too slow, unstable, or bandwidth is being utilised elsewhere.

Other Possible Issues & Solutions

Issues	Possible Solutions
Session is not yet live	Ensure you're viewing a session at the date and time that it is expected to be live
Getting video, but no audio	Ensure your speakers are not muted, none of the controls on the stream (if available) are muted, and no other tab is occupying your audio channel
Microphone or webcam isn't working	Check to make sure you've granted the browser tab for the virtual event access to your microphone and webcam

If you continue to experience issues, please send an email to support@pheedloop.com with:

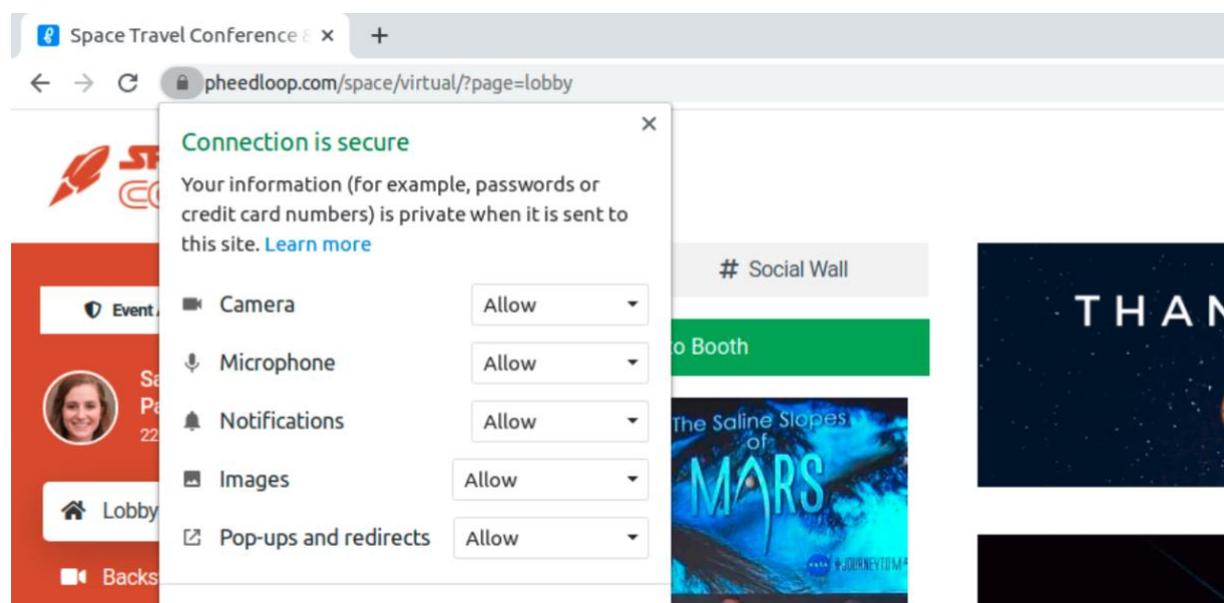
1. Full screen (not just your browser) screenshot showing the problem
2. Name of the event you are experiencing issues with
3. Browser you are using

Allowing Camera and Microphone Permissions in Your Browser

If your camera or microphone in Zoom isn't working for you, typically this means that you (accidentally) disallowed access to those devices when first accessing the EAPRIL 2021 conference platform.

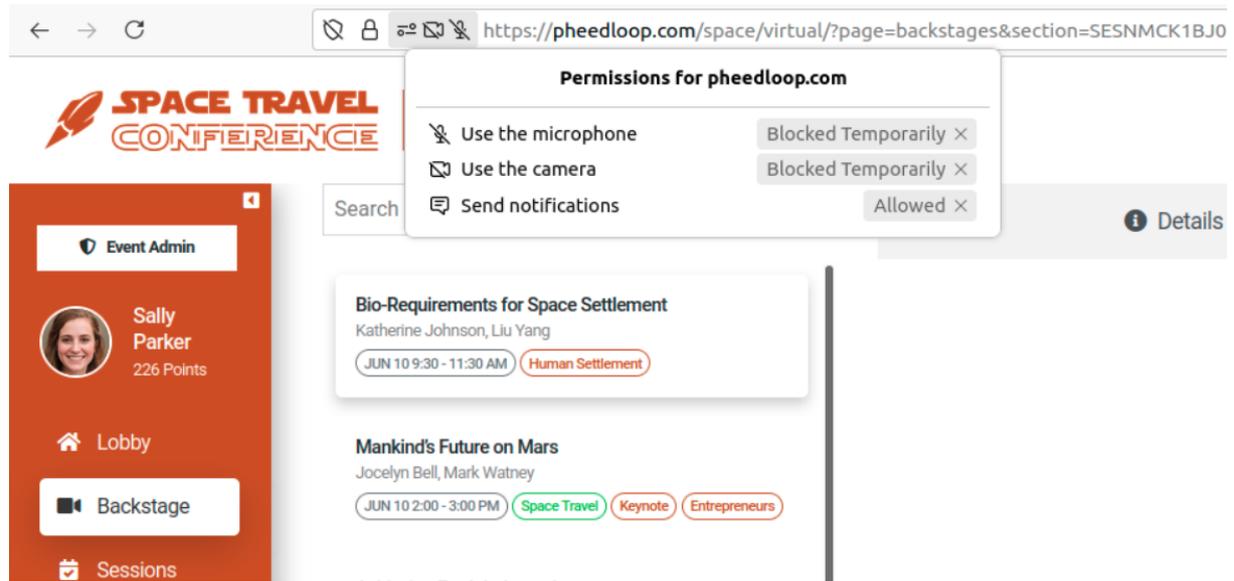
If you believe you did correctly provide permissions, and your camera and/or microphone still aren't working, we suggest ensuring you have the actual devices enabled, you've toggled them on in Zoom, you've checked that they are working correctly through the backstage area (available for presenters only), and you're sure that they are not occupied by a different application on your device.

Google Chrome



Click on the lock icon next to the URL in the address bar in your browser. A menu will pop up like the one shown in the image. Ensure you've selected "Allow" for both the Camera and Microphone and refresh your page. You may be prompted to allow permissions in an automated pop-up if you chose to "Ask" instead of "Allow", so ensure you allow PheedLoop camera and microphone access.

Firefox



Click on the settings icon next to the URL in the address bar in your browser. A menu will pop up listing permissions like the one shown in the image. Click "X" on any permissions that are labeled as "Blocked Temporarily" and refresh the page. You may be prompted to allow permissions in an automated pop-up, so ensure you allow PheedLoop camera and microphone access.

Other Browsers

All other less common browsers such as Safari or Edge follow very similar processes as Chrome and Firefox. Look for a set of tools next to the URL in the address bar to access a menu which allows you to modify camera and microphone permissions.