



Checklist sound and image

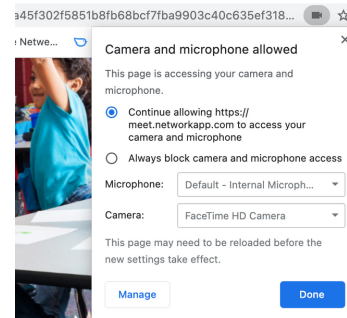
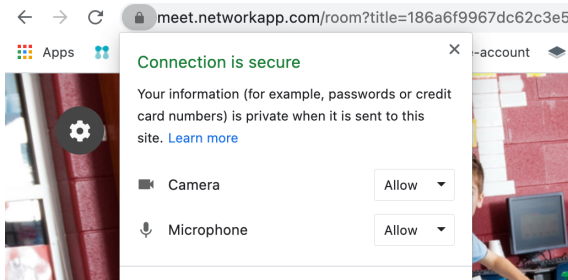
I cannot hear anyone

- **Is your sound on?**

Check the volume on your PC, but also of speakers/headphones.

- **Is the sound for the browser tab possibly off?**

If the speaker at the top of the browser next to the icon/title of the tab is crossed out, click on it again to switch the sound on again.



- **Is there an external device connected, such as Bluetooth headphones or a monitor?**

Is the audio played in a different place than you expect? E.g. on the second screen or bluetooth headphones receiving audio. Switch to your own speakers or headphones. Or disconnect the device.

- **Are you logged in via a secure company network environment? (Remote Desktop :VPN / Citrix)**

Audio/Video connections from a remote desktop environment are difficult. Try to enter the room with a modern browser outside the secure environment. (Preferably Google Chrome or the latest version of Microsoft Edge, recognisable by the blue/green logo.



- **Check whether other sounds work in the same browser?**

For example, by playing a video on youtube.com in a different tab.



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I hear others but they do not hear me

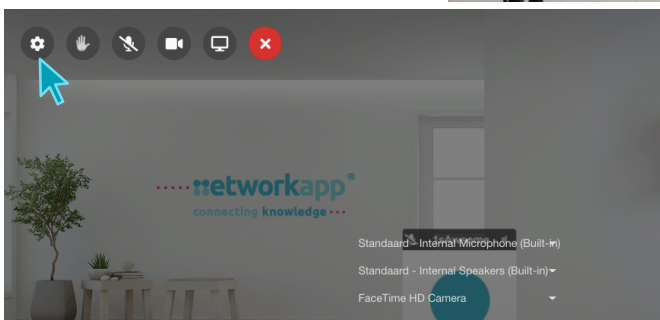
- **Is your microphone on?**

Try switching it off and on again with the button on the top left. If the sound is off, this will also be visible with a line through the audio next to your name.



- **Has the wrong microphone possibly been selected?**

Some devices have multiple inputs. Check via settings (cogwheel top left) whether the correct input is selected.



- **Are you using headphones?**

Some headphones have a built-in microphone which is automatically switched to, but this sometimes only works to a limited extent. Check settings (cogwheel top right) if it is possible to switch to another microphone.

- **Have you possibly refused microphone permission before?**

See if there is a crossed out microphone icon next to the URL in the location bar? If so, click on it, give permission and reload the page.

- **Are you using an Apple MacBook?**

Sometimes the entire browser does not have permission to use an audio/video connection. In Chrome, you can check this by searching the camera icon with a red cross in the top right corner next to the URL. If you click on this you can click through to the relevant settings.



- **Are you logged in via a secure company network environment? (Remote Desktop :VPN / Citrix)**

See explanation on first page

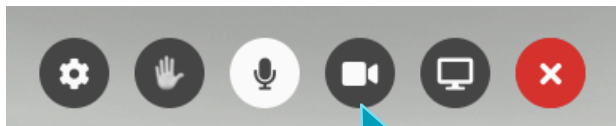


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My video is not working

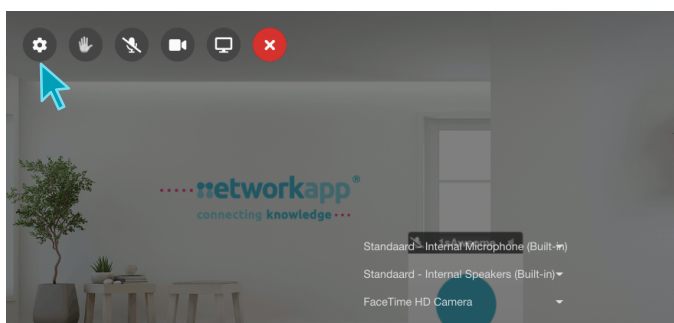
- **Is the camera turned on?**

Try switching it off and on again with the button in the top left. It may take a while for the video to show. Do not click too often



- **Is the correct camera selected?**

Go to settings (cogwheel) and check if another camera can be selected that works.



- **Is the image black?**

Is there a cover or other shielding in front of the camera?

- **Are you using a Huawei or other smartphone?**

Some devices do not support h264 encoding, so the video will not work.

I'm kicked out of the room

- **Do you have a stable internet connection?**

Check your internet connection

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