



Live Support Commonly Asked Questions

A collection of commonly asked questions along with example answers you can use for your own OnAIR events



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Introduction

As a Live Support agent for an OnAIR Virtual Program, you will be fielding support inquiries from virtual attendees, presenters and exhibitors.

For the most part, all of these virtual attendee types will face similar issues, while your presenters may face additional challenges regarding their presentations.

The following pages outline most common inquiries you will face, and the appendix contains more detailed instructions for checking browsers and other technical issues.

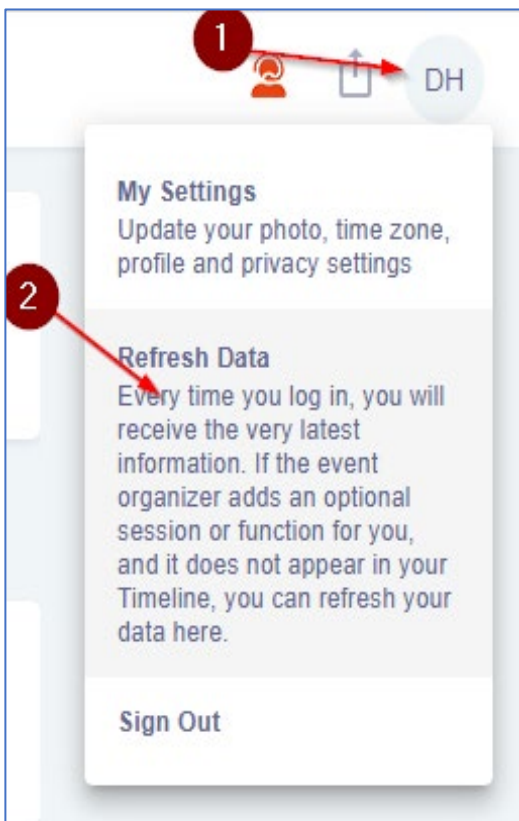
Why Isn't My Camera or Microphone Working?

This is a commonly asked question and there are different reasons why this would happen. Remember, the OnAIR portal will run a device check when the attendee first logs in to the portal. If the browser hasn't been enabled to allow an attendee's mic or webcam it will prompt them to allow it.

Response One

Let's quickly refresh your OnAIR Portal.

1. Click their initials/profile image in the top right corner of the portal.
2. Select Refresh Data.

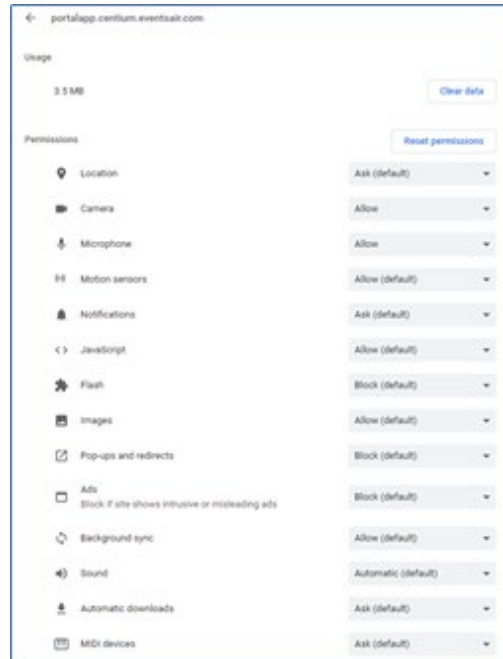
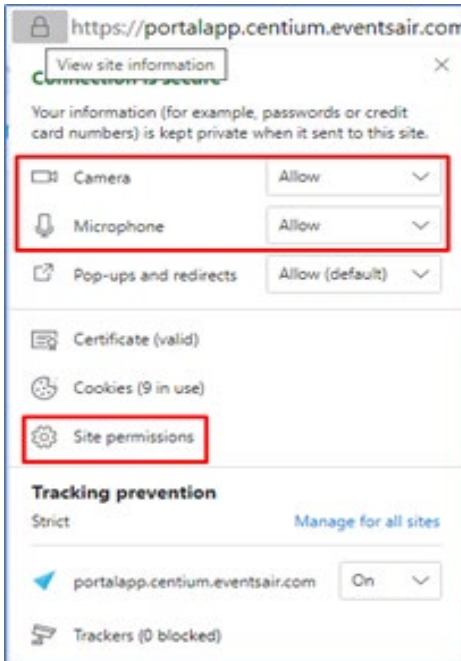


Response Two

Please reset or review your browser permissions for your camera and microphone.

To check these settings have been allowed:

1. Right click on the padlock icon in the URL bar and make sure Mic and Camera are both set to allow.
2. Clicking on Site Permissions bring you to the full Site Permissions page for the Chrome browser.



Response Three

Let's check your camera and microphone settings. In your Live Support Chat Box, please click on Check Camera & Mic in the lower right corner. This will let you select the correct camera and microphone. You know your video is correct when you can see your video preview.

Response Four

You may be having a browser issue. Are you using Google Chrome? That is our recommended browser.

Response Five

Your browser may not be allowing your audio or video. Are you able to go into your browser settings and make sure your browser is allowing use of your camera and microphone? (See Response One above for an illustration and steps).

Note to Live Support Agent: There is a white paper in the OnAIR Resource Page in the EventsAir Help system that talks about the different browser settings for allowing microphones and cameras.

Response Six

Are you on your office network? Some networks have firewalls that prevent these types of connections. One way to test this is to connect to a different network, even using your own mobile phone's mobile hotspot. If you can use your microphone and camera, this will probably mean your office network is causing the issue.

Why Can't I Hear any Audio?

This can be caused by an office network with firewall or other restrictions. Before going through these responses, it is CRITICAL that you check the session yourself to make sure the audio is working correctly for you.

If the audio isn't working **for you** either then it is likely an issue on the presenter's end or an issue with the platform being used (Zoom). If there's no audio and you can't hear it either check with others and make sure they can hear the session.

If no one can check that the presenter hasn't muted their microphone, you should send an alert from the control room to the presenter and ask them to check their microphone.

If the audio is working correctly for you then it is likely an issue on the attendee's end.

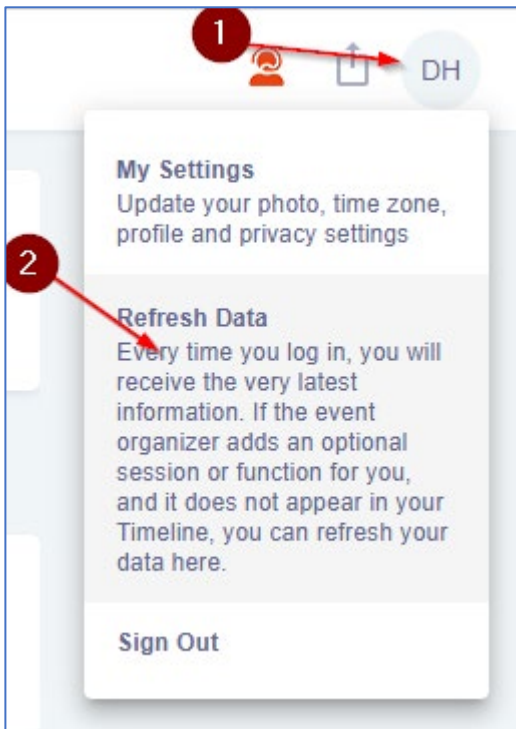
Response One

Are you using Chrome as your browser? That is our recommended browser to use with OnAIR.

Response Two

Let's quickly refresh your OnAIR Portal.

1. Click their initials/profile image in the top right corner of the portal.
2. Select Refresh Data.



Response Three

Let's log out of the portal and clear your browser's cache.

Note to support agent: Please refer to the Appendix for directions on clearing the browser cache.

Response Four

Are you on your office network? Some networks have firewalls that prevent these types of connections. One way to test this is to connect to a different network, even using your own mobile phone's mobile hotspot. If you can use your microphone and camera, this will probably mean your office network is causing the issue.

Response Five

In AIRCast Studio, please click on the Audio/Video Issues link in the lower left corner. Once open, you can click on one of the two back up streams to see if that resolves your issue.

Response Six

If you can't hear any audio, try clicking on the MUTE/UNMUTE control on your video player.

Response Seven

If you can't hear any audio, make sure your computer's audio control is NOT set to MUTE and the volume slider is NOT set to zero.

Response Eight

Let's check to see if your browser is using any extensions that may be blocking functionality in OnAIR.

Note to Support Agent: Refer to the appendix for instructions on disabling extensions.

Response Eight

Let's make sure your audio is not being played to a different audio device.

Note to Support Agent: Refer to the appendix for instructions on disabling incorrect audio devices.

Why Can't I See Any Video?

This can also be caused by an office network with firewall or other restrictions. Before going through these responses, it is CRITICAL that you check the session yourself to make sure the video is working correctly for you.

If the video isn't working **for you** either then it is likely an issue on the presenter's end or an issue with the platform being used (Zoom). If there's no video and you can't see it, check with others and make sure they can hear the session.

If no one can check that the presenter hasn't turned off their camera, you should send an alert from the control room to the presenter and ask them to check their camera.

If the camera is working correctly for you then it is likely an issue on the attendee's end.

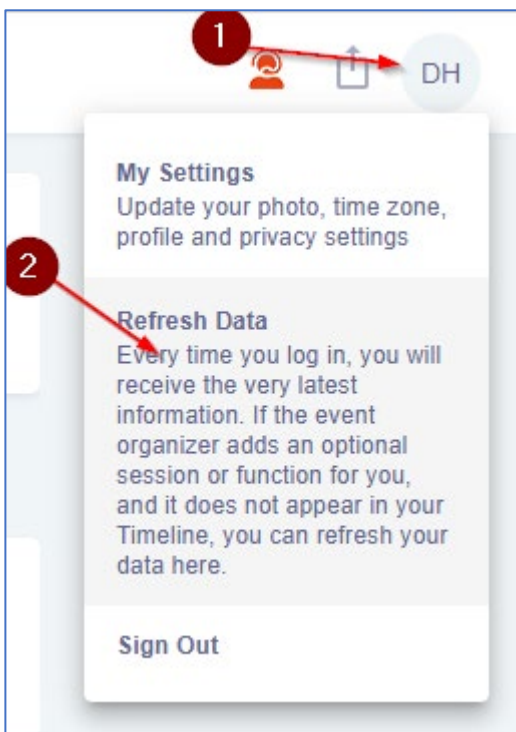
Response One

Are you using Chrome as your browser? That is our recommended browser to use with OnAIR.

Response Two

Let's quickly refresh your OnAIR Portal.

1. Click their initials/profile image in the top right corner of the portal.
2. Select Refresh Data.



Response Three

Let's log out of the portal and clear your browser's cache.

Note to support agent: Please refer to the Appendix for directions on clearing the browser cache.

Response Four

Are you on your office network? Some networks have firewalls that prevent these types of connections. One way to test this is to connect to a different network, even using your own mobile phone's mobile hotspot. If you can use your microphone and camera, this will probably mean your office network is causing the issue.

Response Five

In AIRCast Studio, please click on the Audio/Video Issues link in the lower left corner. Once open, you can click on one of the two back up streams to see if that resolves your issue.

Response Six

If you can't see any video, try clicking on the PAUSE/PLAY button on your video player.

Response Seven

If you can't hear any audio, make sure your computer's audio control is NOT set to MUTE and the volume slider is NOT set to zero.

Response Eight

Let's check to see if your browser is using any extensions that may be blocking functionality in OnAIR.

Note to Support Agent: Refer to the appendix for instructions on disabling extensions.

Response Nine

Let's make sure your audio is not being played to a different audio device.

Note to Support Agent: Refer to the appendix for instructions on disabling incorrect audio devices.

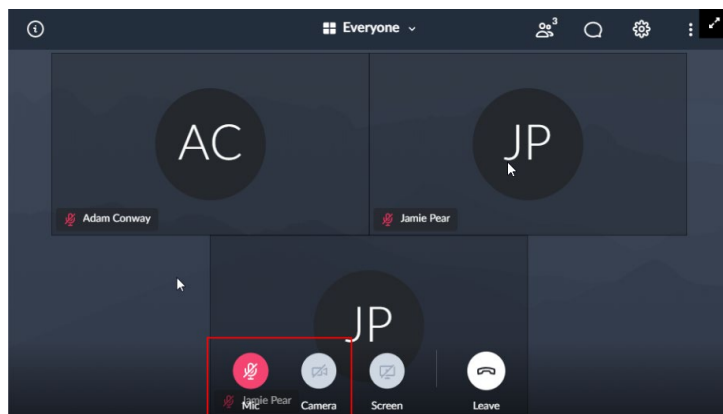
How Do I Get to the Next Session?

You should click on Back to Timeline in the top left corner of your screen. Once you are in the Timeline, you can join any other session, networking activity, Meeting Hub, Virtual Exhibition, Poster Session, Resource Gallery and more.

How do I mute my mic/video so I'm not visible to others in a session?

If you have the option to be seen or heard then you will have a button with a picture of a mic or camera (for audio/video) that you can use to mute your mic or camera.

If you don't have these options visible to you then you aren't able to share your mic or camera in the current session and won't be heard or seen by the other attendees. Below are some examples of what you will see if you have access to talk and chat.



Why Can't I See My Name or Details in Meeting Hub?

In the Meeting Hub users are not able to see their own profile. You can check the meeting hub and make a connection request with them to show they do appear in the hub.

If they don't appear in the hub it means they have opted out of the meeting hub, and this can be changed in their Profile Settings.

I Am Hearing an Echo in a Session or from the Host

The first thing to check this yourself when this happens if the session does have an echo from the presenter.

If so, let the presenter know since this usually means they have multiple tabs open for EventsAir and there may be multiple video's playing at the same time.

My Webcam Isn't Working in a Session

Response One

If an attendee's webcam isn't showing in a session have them check that they have allowed their browser to access their camera (see appendix for instructions on how to do this if needed).

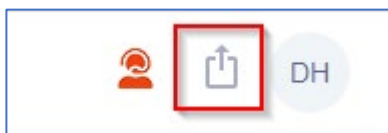
Response Two

Have the attendee check that they don't have any other programs open that might be using their webcam.

A webcam can only be used by one program at a time so if they have anything open in the background that is using it, it could prevent the browser from using it. Check that they don't have anything open, like Zoom, the camera program or the OnAIR portal open in multiple browsers or windows.

How Do I Get My Notes from OnAIR?

Any notes that you take throughout the event can be exported by selecting the Export icon in the top right of the screen near your Profile image.



In addition, all Meeting Hub connections you have made with other OnAIR participants will save their contact information, that you can export using the Export option as well.

I'm Waiting in the Queue for a Poster Session and Nothing is Happening

Once you are in the queue you will need to wait for the Poster Presenter to bring you into the presentation. They may be wrapping up their current presentation so you may need to wait for a minute or two until they are finished.

I'm Waiting in the Queue to Visit with an Exhibitor and Nothing is Happening

Once you are in the queue you will need to wait for the Poster Presenter to bring you into the presentation. They may be wrapping up their current presentation so you may need to wait for a minute or two until they are finished.

How Do I Add or Change my Profile Picture?

When you first sign in to the OnAIR Portal, the Event Check In window displays, where you can update your profile, capture or add a profile photo and review your privacy settings. To edit or change these settings, please click on your profile photo at the top right of the screen and select My Settings.

I've Changed My Profile Picture But It Isn't Updating

If an attendee has set a profile picture but aren't able to see it first check that you're able to see it (it should show on their virtual name badge in the live support window).

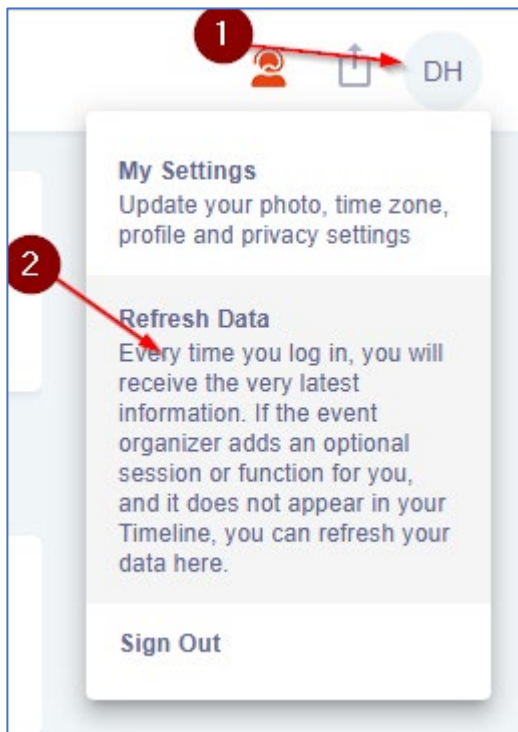
If you're able to see the image it's likely that this is a caching issue.

Response One

Advise the attendee to go back to the timeline and refresh their portal data:

Let's quickly refresh your OnAIR Portal.

1. Click their initials/profile image in the top right corner of the portal.
2. Select Refresh Data.



Response Two

Let's log out of the portal and then log back in.

Response Three

1. Let's log out of the OnAIR Portal.
2. Let's clear your browser's cache (see instructions in the appendix if needed).
3. Let's completely close down your browser and reopen it.
4. Let's log back into the portal.

How Do I Select Answers for the Meeting Hub Profile?

When you first sign in to the OnAIR Portal, the Event Check In window displays, where you can answer the Meeting Hub Profile Questions. To return to your profile settings, please click on your profile photo at the top right of the screen and select My Settings.

I'm a Presenter in AIRCast Studio and My Video Doesn't Have Sound

Please make sure you are sharing your video via the Media Panel and NOT from your own screen share.

Also, remember to play your video from your local hard drive, and not streaming it from the cloud.

I'm an AIRCast Studio Presenter and I am Having Problems Presenting

AIRCast Studio has specific recommendations for hardware and software for optimum performance. Please check or confirm the following with your presenters:

- Always use a wired connection whenever possible
- Close any background software such as Outlook, Slack, Skype, Teams etc. and close any unnecessary browser tabs
- Use a minimum i5 processor with 8GB RAM. More processing speed and ram is always better
- Do not minimize or put the AIRCast Studio into the background. This will cause the broadcast to stop.
- Disable Sleep and Power Saving options
- Ensure your pre-recorded videos do not exceed the technical specifications of 720p resolution and 2Mbps bitrate

Response One

Click on settings and confirm your audio and video is selected and works correctly in the preview window.

Response Two

You may be having a browser issue. Are you using Google Chrome? That is our recommended browser.

Response Three

Are you on your office network? Some networks have firewalls that prevent these types of connections. One way to test this is to connect to a different network, even using your own mobile phone's mobile hotspot. If you can use your microphone and camera, this will probably mean your office network is causing the issue.

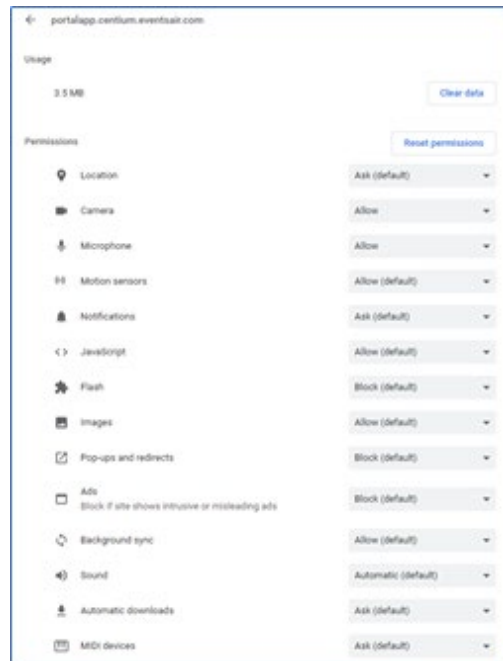
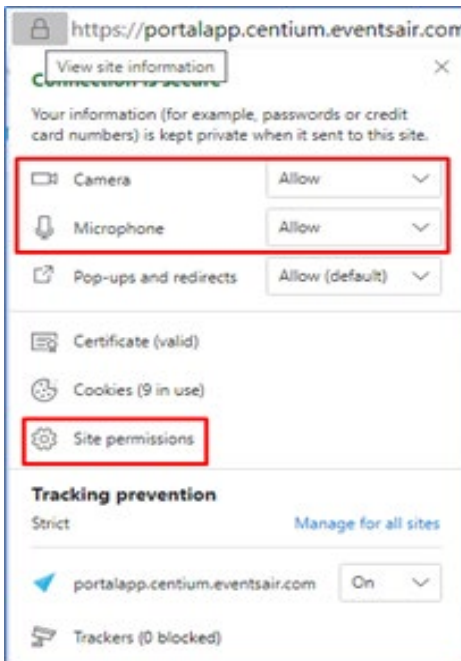
Response Four

Your browser may not be allowing your audio or video. Are you able to go into your browser settings and make sure your browser is allowing use of your camera and microphone?

Please reset or review your browser permissions for your camera and microphone.

To check these settings have been allowed:

1. Right click on the padlock icon in the URL bar and make sure Mic and Camera are both set to allow.
2. Clicking on Site Permissions bring you to the full Site Permissions page for the Chrome browser.



Appendix

The information in this appendix covers important steps for testing and checking browsers and other ways to troubleshoot issues your attendees may be experiencing.

How to Refresh the OnAIR Portal

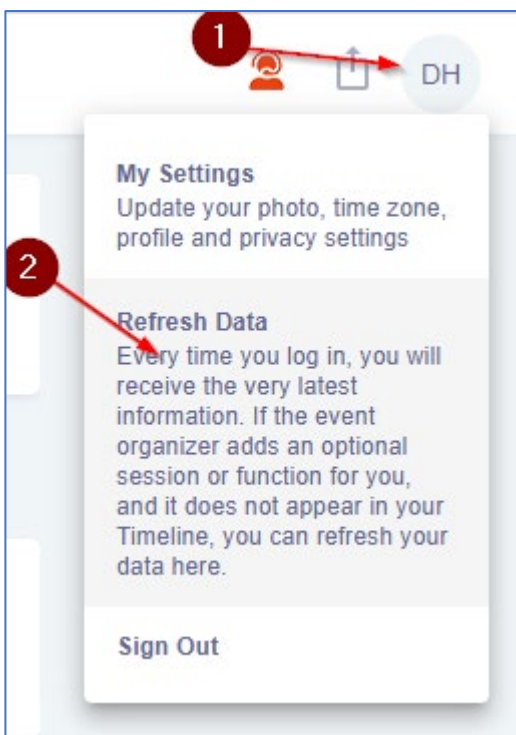
There are many common issues that can quickly be resolved by refreshing the OnAIR Portal. There are issues you may get an inquiry about, such as:

- Profile picture not updating
- Sessions not displaying video
- Updated sessions are not visible on the timeline
- Audio or video not working correctly

It is recommended to have your attendee refresh their OnAIR Portal before any other troubleshoot occurs.

Steps are easy to recommend:

3. Click their initials/profile image in the top right corner of the portal.
4. Select Refresh Data.

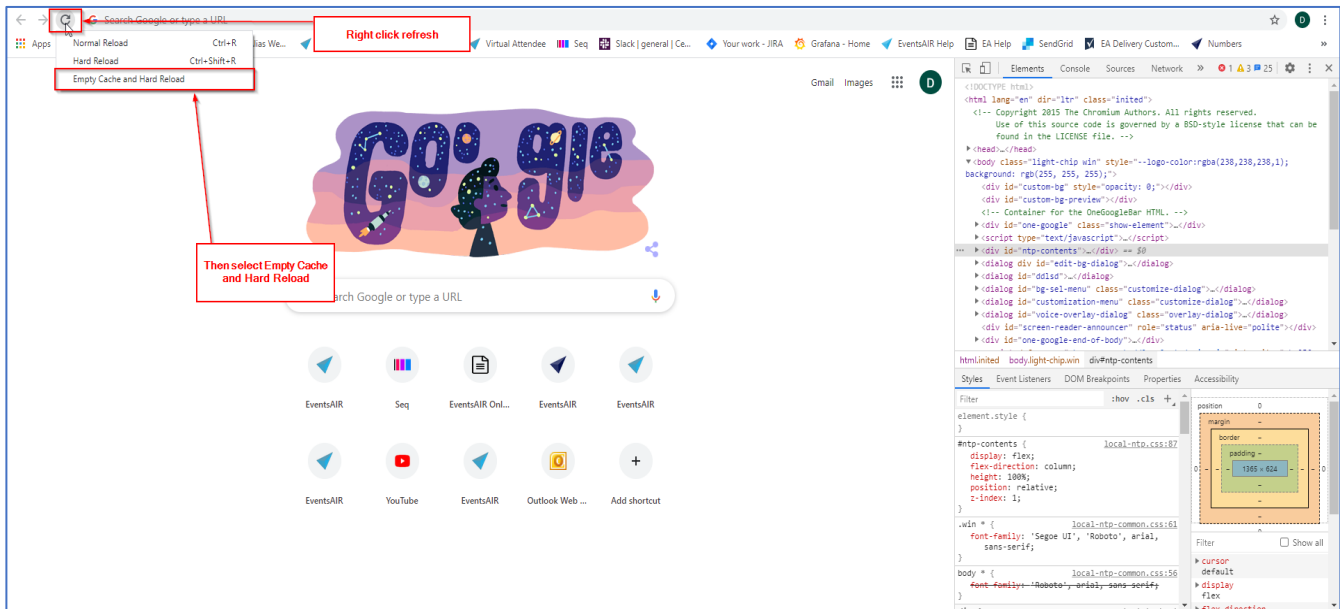


Clearing the Browser Cache

Another preliminary recommendation when your attendees are experiencing issues as described previously is to clear their browser's cache.

1. Open the Inspect option using one of these three options:
 - a. Right click on the page and selecting inspect.
 - b. Press F12
 - c. Pressing Ctrl + Shift + i.
2. A window will open in your browser. Right click on the refresh button, found to the left of the URL bar.
3. Select Empty Cache and Hard Reload.
4. Close the Inspect Window by clicking on the X in the top right corner of the Inspect Window.

When advising an attendee to clear their cache to resolve an issue it's also advisable to ask them to log out of the portal first, then clear their cache, then close their browser, then relaunch their browser and log back in to the OnAIR portal.

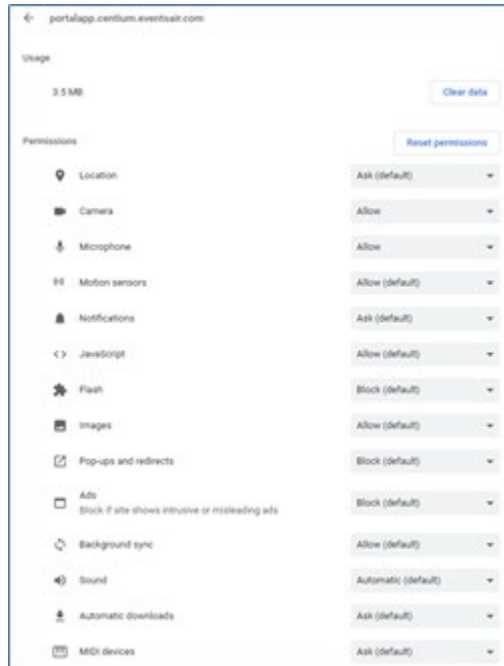
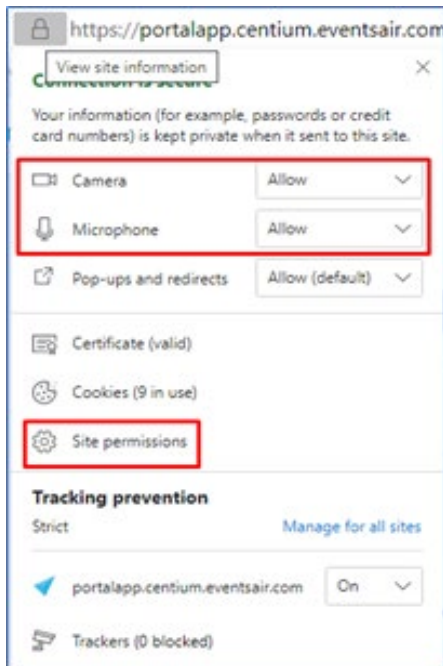


How to Allow your Microphone and Webcam Access in Your Browser

The OnAIR portal will run a device check when logging in. If the browser hasn't been enabled to allow a user's microphone or webcam it will prompt them to allow it.

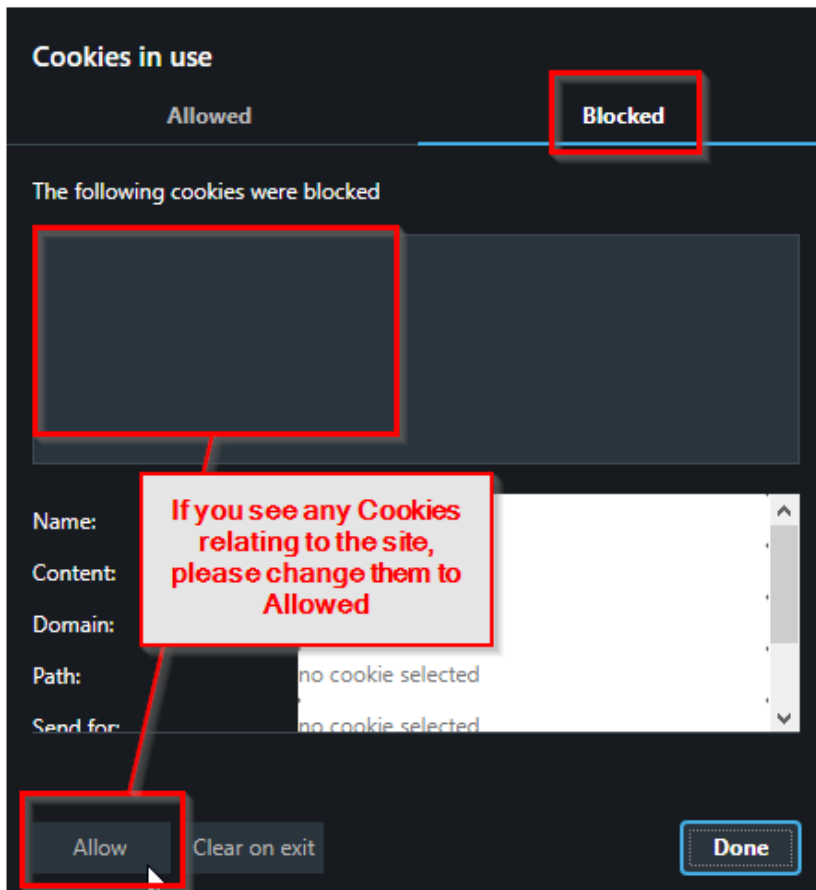
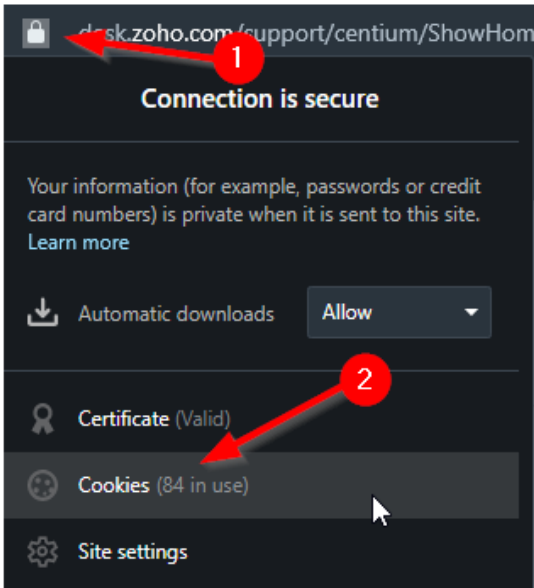
To check that these settings have been allowed, right click on the padlock icon in the URL bar and make sure Mic and Camera are both set to allow.

Changing these will block your browser from using these devices. Clicking on Site Permissions bring you to the full Site Permissions page for the Chrome browser.



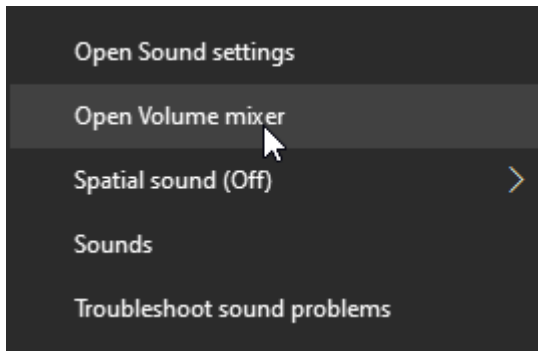
How to Allow Blocked Cookies

1. Click on the lock icon in the URL bar.
2. Click cookies.
3. Finally, in the blocked section, allow cookies relating to the OnAIR portal to allow the session to run.

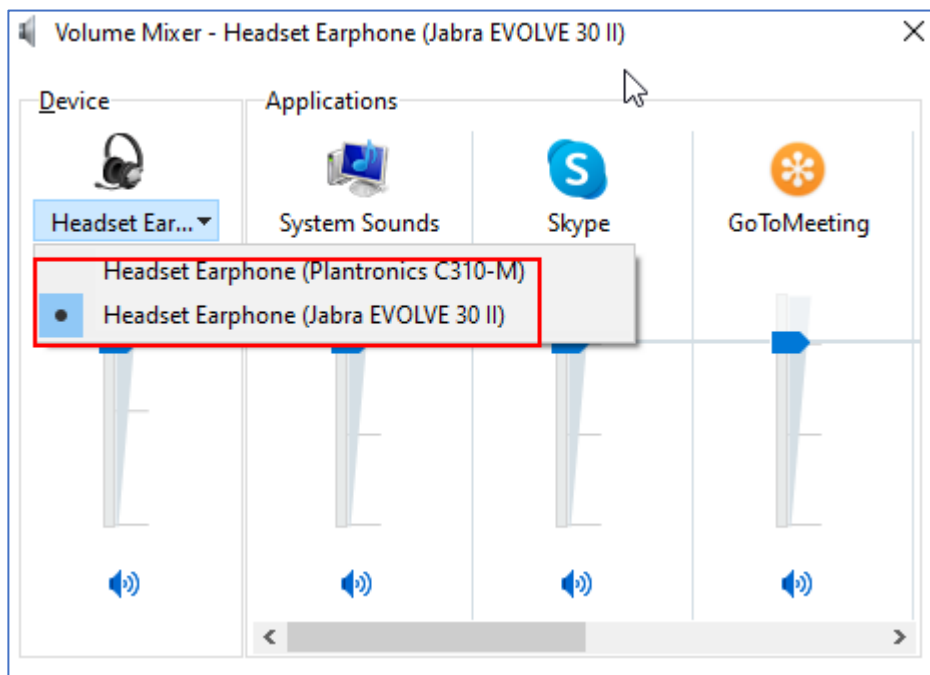


Disabling Other Sound Devices

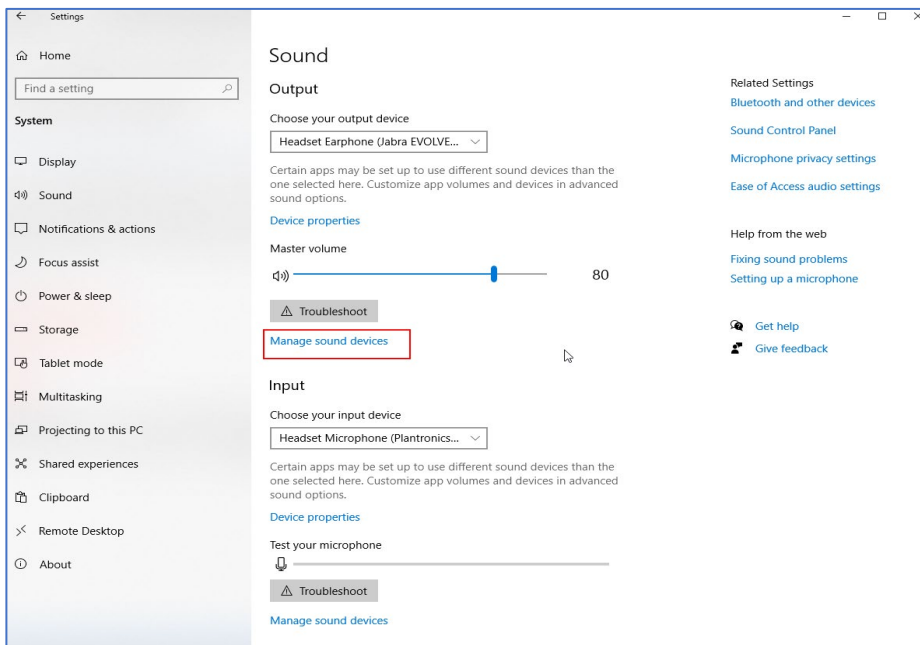
To check this, right click on the speaker icon and select open volume mixer.



If there is a dropdown arrow on the device option it means they are using multiple audio devices and the sound might be going through a different device.

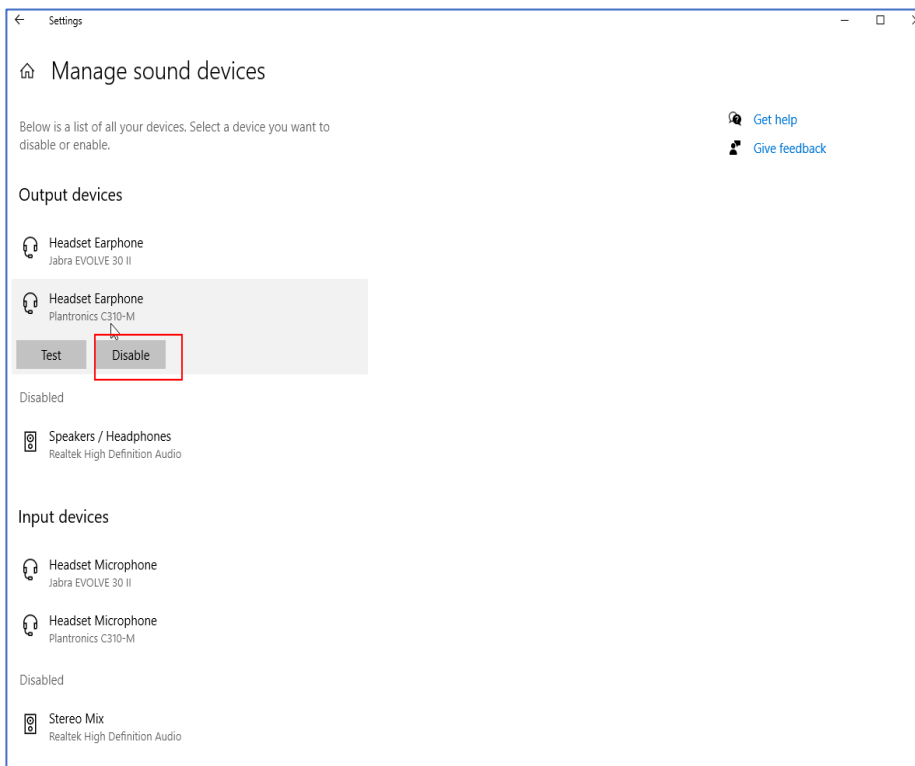


To disable the other devices right click on the speaker icon again and select open sound settings. In the sound settings select manage sound devices.



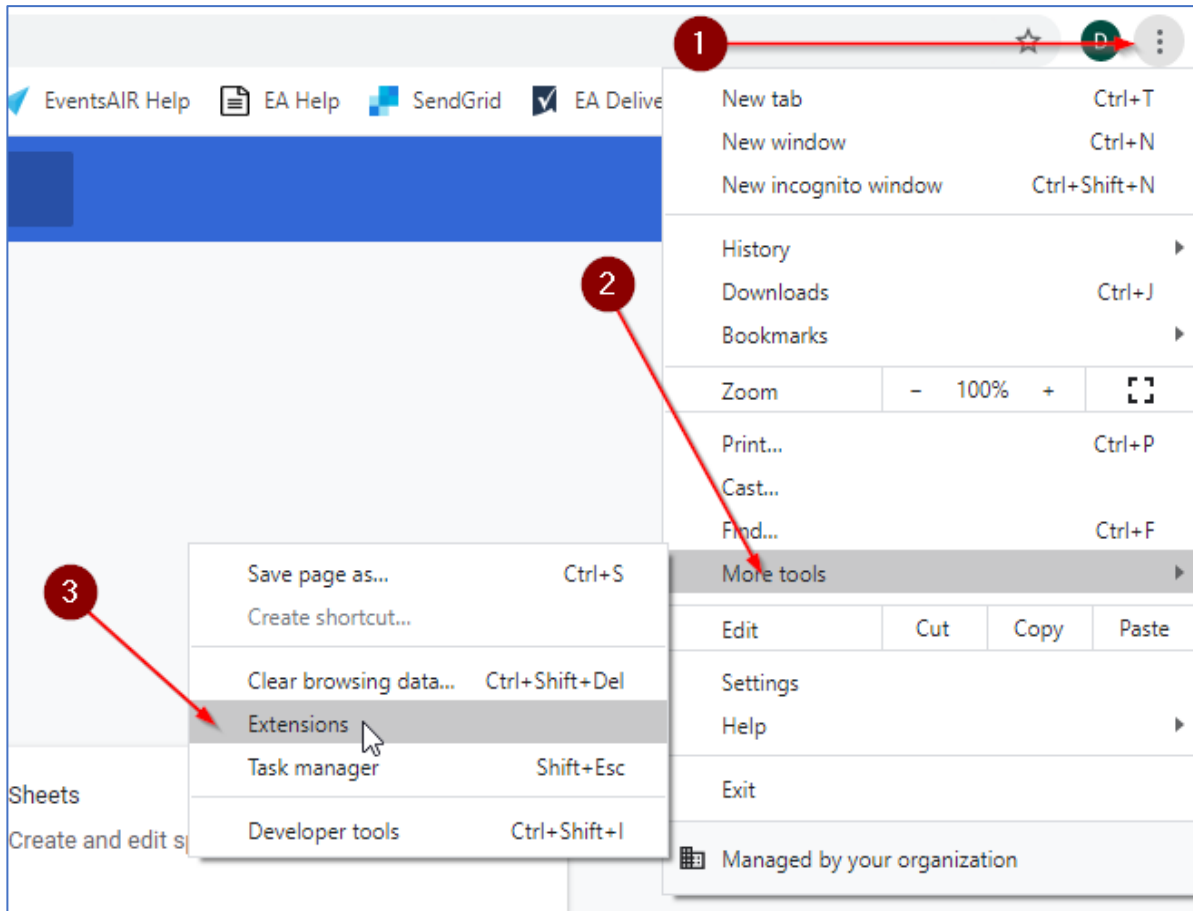
Select any device not in use and disable them.

Finally, close down and re-open the portal.

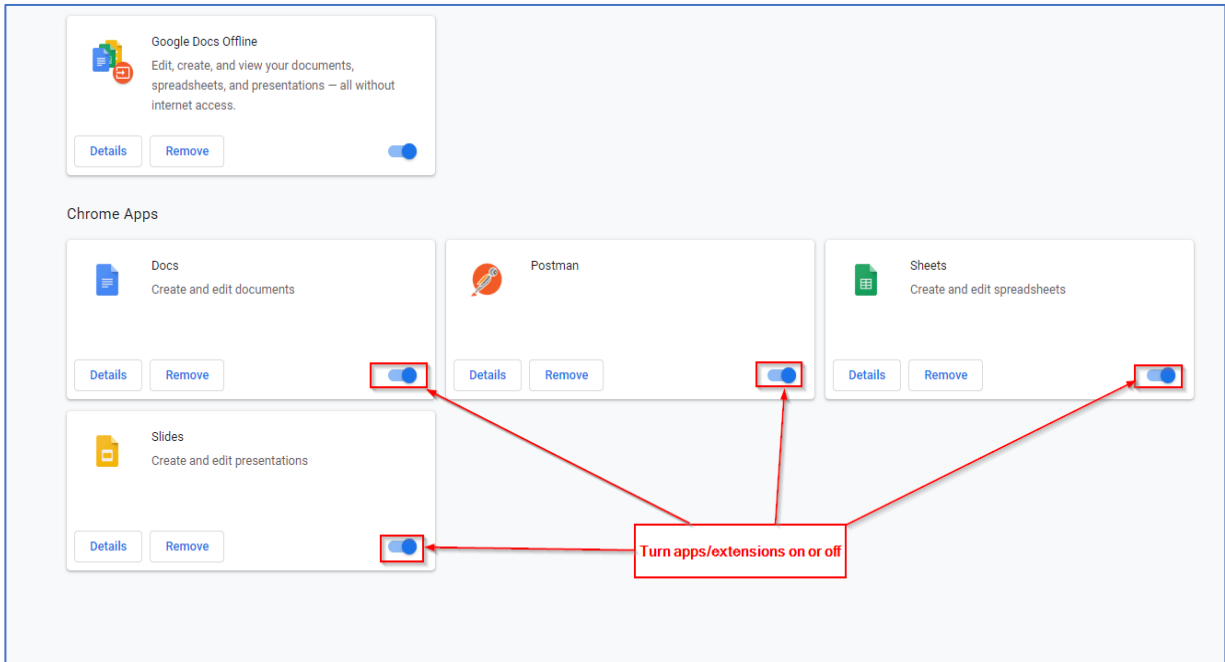


How to Check Extensions in Google Chrome

1. To check what extensions are currently running in Google Chrome select the icon in the top right that looks like three vertical dots.
2. Select More Tools.
3. Select Extensions.



4. In this window you can check which apps and extensions are currently running in an attendee's browser. Certain apps and extensions can block the OnAIR portal and cause issues with video/audio/connecting to sessions (such as ad blockers, pop up blockers etc.).
5. Extensions and apps can be turned off by selecting the blue slider icon in the bottom right corner of each app/extension.



Fixing Attendee Issues Directly in EventsAir

It's advisable to have your company's build of EventsAir open whenever possible while providing Live Support as some attendees may have issues that need to be fixed in EventsAir.

Some examples are shown here:

An Attendee Can't Get Past the Sign-In Page for The OnAIR Portal

Check the attendees contact record and make sure they have a registration type. If they don't, they won't be able to log in to the portal. You'll need to add a registration type to their contact record.

A Presenters Presentation isn't Showing for Them

Check the presenters contact record and make sure they have a presentation assigned to the appropriate session.

If they don't double check that they don't have a duplicate contact record that does have a presentation on the record. Get the auto login token for this record and send it to the presenter in the live support chat.

A Presenter Doesn't Have Presenter View for a Session

Check the session in the Agenda Panel and make sure the presenter has been assigned a role. If they haven't then assign them a role and have them refresh their portal data.

An Attendee's Colleague Didn't Receive the Email with Their Sign In Details

If an attendees colleagues haven't received the email with their portal sign in details you'll need to either re-send them the email or grab their auto login tokens for the OnAIR Portal and send them to the colleague who has made the live support request in the live support chat.