

## Requirements

1. To join this meeting online you will need a laptop with a Google Chrome browser installed and the headset connected to it.
2. The Internet should be not less than 4-6 mbps up/down (you may check here <http://interprefy.speedtestcustom.com/> ).
3. A headset connected to the computer (Bluetooth headset may not work).

## Connecting to the platform

1. Open the received meeting link in the Chrome browser.
2. Make sure your audio and video devices are plugged in.
3. As your name please indicate: **COUNTRY\_Firstname\_Lastname** (or **INTERNATIONAL ORGANIZATION\_Firstname\_Lastname**) and press "Submit".
4. When logged in, in the pop-up window, please choose the audio and video device that you will be using. You should now be connected, hear the presenter and see the video streaming from the meeting.
5. Please note that as delegate, you cannot switch on your camera or microphone unless given the floor by the chair. For detailed instructions on how to use all features of the platform please see the [resources](#) below.

## Troubleshooting

Below are the most common issues you may encounter when trying to connect to the meeting.

### The meeting link does not take you to the sign-in page

After you click on the meeting link, you should see the meeting sign-in page. If you don't see the sign-in page (e.g. you see a blank page instead), please try the following actions:

- Make sure you are using **Chrome** as your browser.
- Go to <https://interpret.world/user/sign-in>. put in the meeting token and try to connect again. If you cannot access <https://interpret.world/user/sign-in> at all, you may need to **disable your firewall/VPN**.
- Please remember to put your name in the following format **COUNTRY\_Firstname\_Lastname** (or **INTERNATIONAL ORGANIZATION\_Firstname\_Lastname**). (This does not affect connecting to the meeting but will allow the technical support to recognize you in the list of delegates).

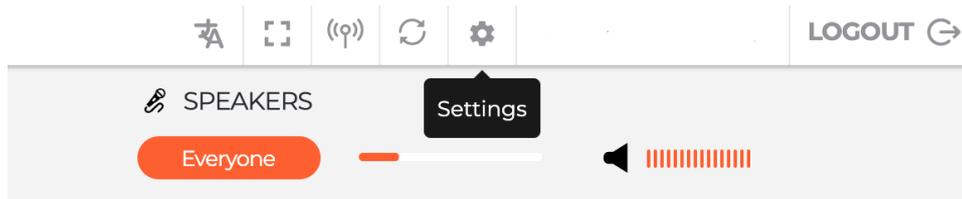
### You can access the sign-in page but you cannot connect or you see error messages about your audio or video

- Please conduct the following test: <https://interpret.world/test>.
- If you see in test results that your **browser cannot get access to the audio device and the camera**, please check the following guide: <https://support.google.com/chrome/answer/2693767?hl=en>.

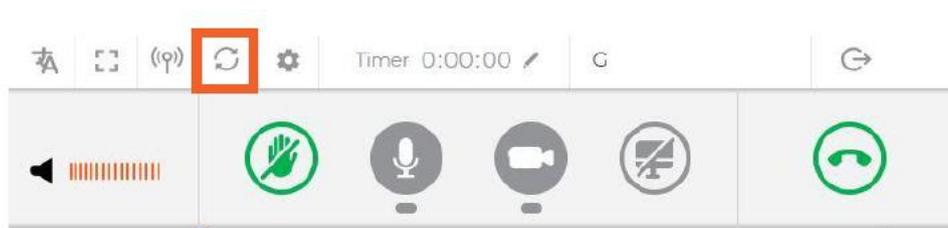
## You are connected to the meeting but you cannot hear the floor

If you have selected one of the interpretation channels, please switch back to the floor and check if you can hear the floor. If you cannot hear the floor:

- Please check that your speakers or headphones are properly connected, turned on, and if they have a volume control, that this is turned up. Check that your computer audio is not muted, and that your volume is turned up.
- Go to the settings on the top of the page and try to **select a different source of audio**.



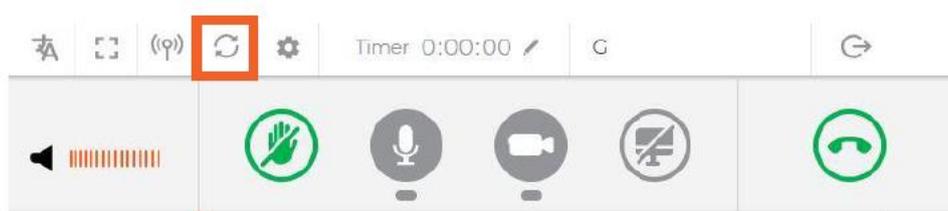
- If the problem persists, use the button "Restart all lines" on the top of your screen.



- If the problem persists, **disconnect from the meeting, reconnect your headset and try connecting to the meeting again**.

## You can hear the floor but you cannot hear the interpretation channel

- Switch back to the floor. If you can hear it, try to select the interpretation channel again. **Please note that the interpretation will only start when the meeting starts.**
- If the problem persists, use the button "Restart all lines" on the top of your screen.



- If the problem persists, **disconnect from the meeting, reconnect your headset and try connecting to the meeting again**.

## You can hear the floor but not all the speakers or the audio is breaking

**You may be losing parts of speech of other participants if your Internet connection is not stable enough** or you do not have enough bandwidth.

- If you have such possibility, please **use the Ethernet connection** instead of WiFi.
- If you don't have the possibility to use the Ethernet connection, see if you can move to a place with a stronger WiFi signal.

If your Internet connection meets the requirements but you still experience such problems, it may be due to too many interactions happening on the floor at the same time (which is not planned during the session, but it may happen). The problem should disappear when there is less interaction on the floor.

### **You can hear the presenter but you cannot see the video**

If your internet connection is not stable enough or you do not have enough bandwidth, **the platform may switch off the video for you to save bandwidth** and make sure you can still get the audio. To avoid such situation, please make sure that your connection setup meets the requirements. You can check it conducting the following test: <https://interpret.world/test>