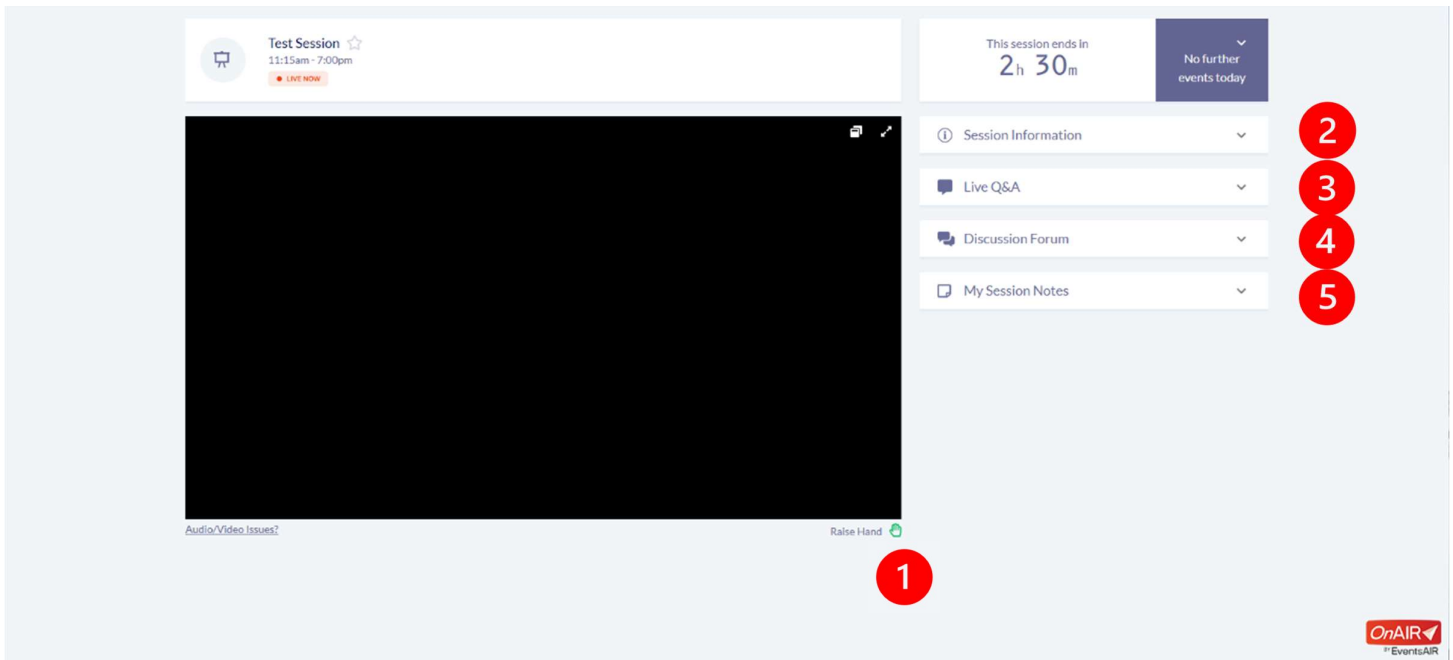# OnAIR Attendee Guide + Troubleshooting

[Attendee view and control overview](#)

[Attendee Speaking Controls](#)
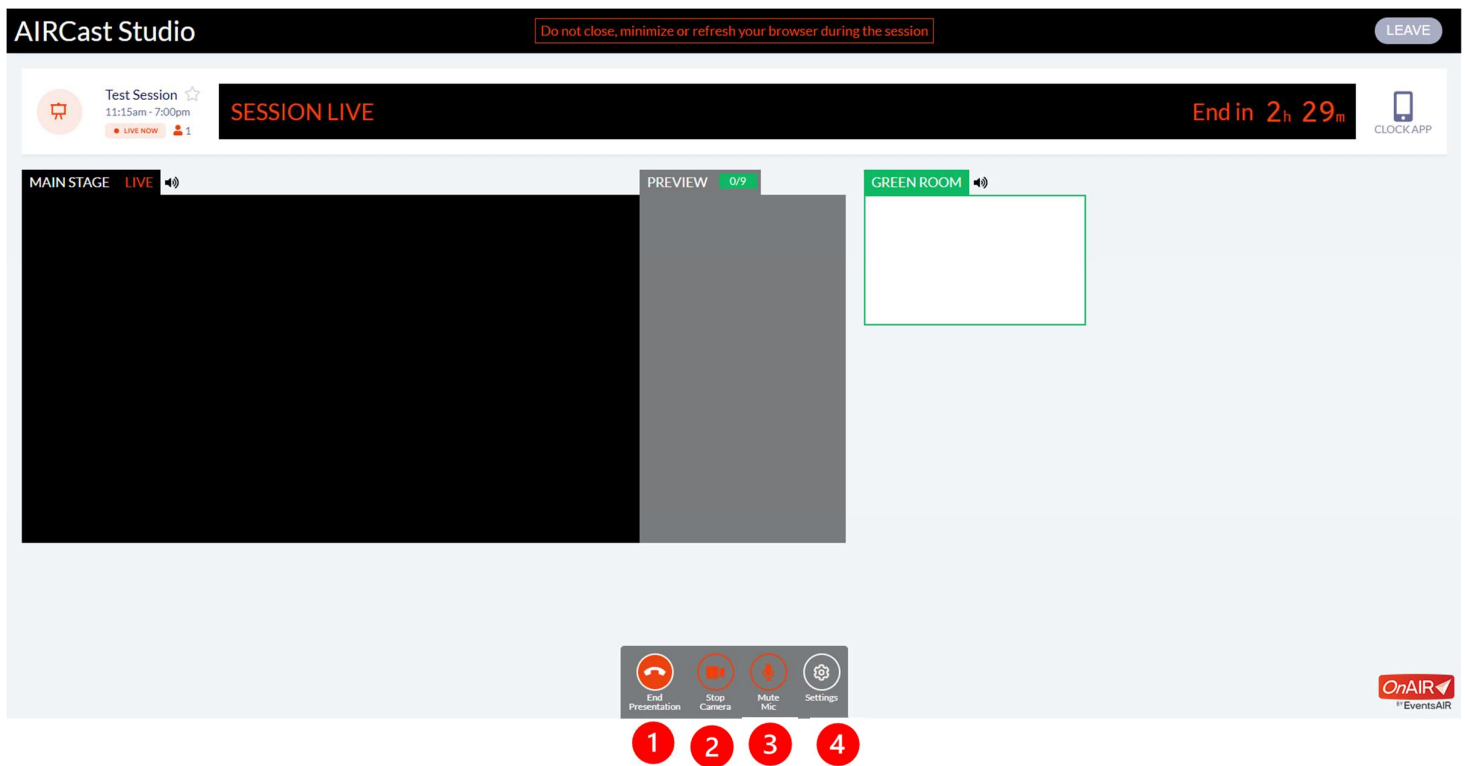
[Trouble shooting issues](#)

Attendee view and control overview

1. Raise hand – Use this to inform the moderator that you wish to take the floor

2. Session information – This option displays the session details, including presenter

3. Live Q&A – this is where you can ask questions for the presenters and staff to answer

4. Discussion forum – This is an informal text chat area for presenters and delegates to communicate

5. Here you can take personal note during the live session.

Attendee Speaking Controls

1. Start/stop Presentation – when you are ready to go back to being a passive delegate

2. Start/stop Camera – Turn on or off your camera. Your camera will be on by default

3. Start/stop Mic – Your mic will be on by default

4. Settings – Adjust your video and audio devices here

# Quick troubleshooting for microphone, camera and vision issues

How to Allow 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 mic or webcam it will prompt to allow it before they can access the OnAIR Portal.

You may need to allow both the Microphone and Camera and then choose the desired Microphone and Camera if they have more than one option on their computers.

To check these settings have been allowed:

1. Right click on the **padlock icon** [🔒] in the URL bar.

2. Make sure **Microphone** and **Camera** are both set to **allow**.

3. Clicking on Site Permissions brings you to the full Site Permissions page for the Chrome browser.
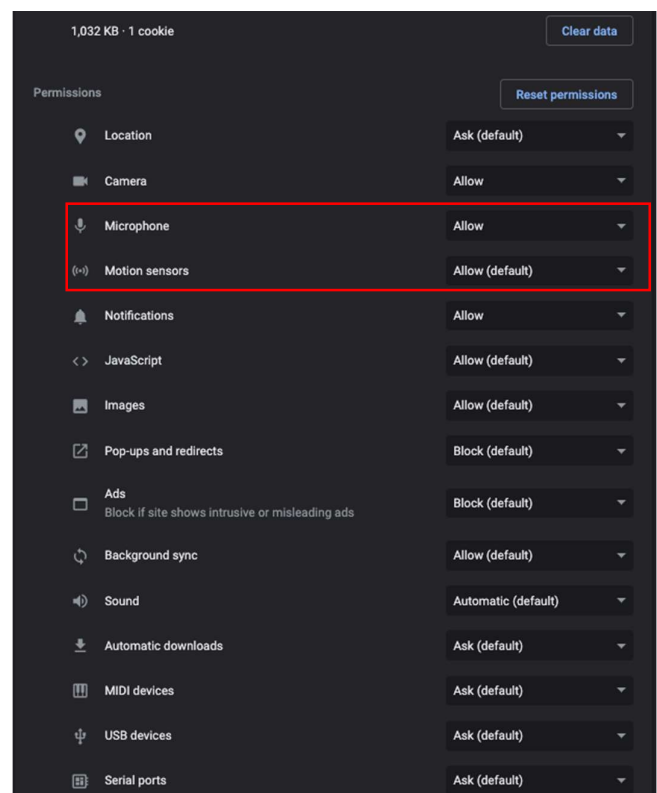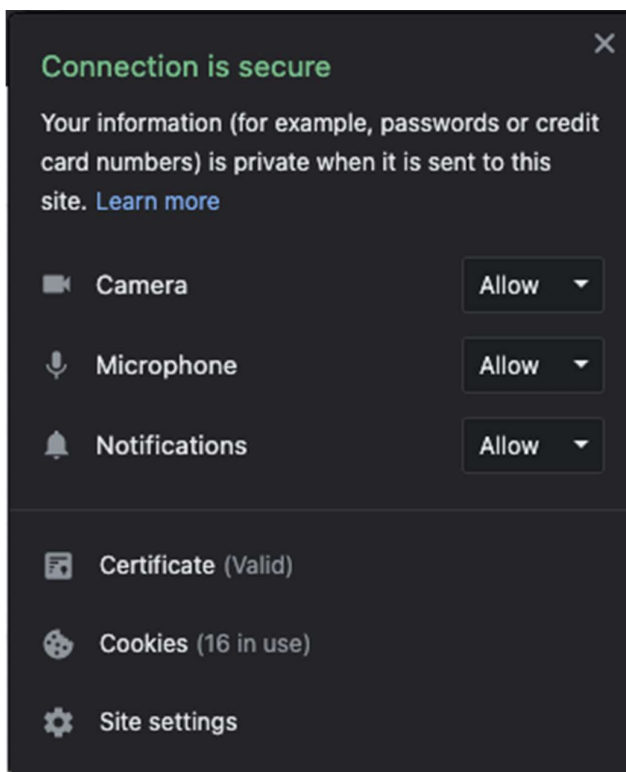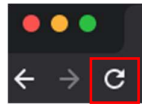
Audio or Video issues on platform

1. Check that you are connected with the correct browser - Chrome or Edge.

2. If you are using Chrome, and still having issues, go back to the timeline, click the initials in the top right, click Refresh Data then go back into the session.
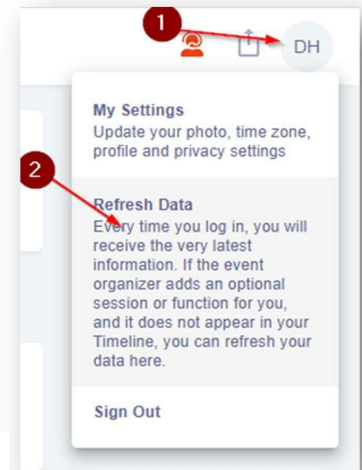
3. Refresh your browser

4. If you are still having issues log out of the portal, and clear your browser cache, close your browser, and then log back in.

5. If you are still having issues check browser for any extensions that might be blocking any of the features of the OnAIR portal (adblockers, pop up blockers etc.) Try disabling these.

6. Sound may be playing through a different audio device. To check this:

- Right click on the speaker icon (lower right corner).

- Select open volume mixer.
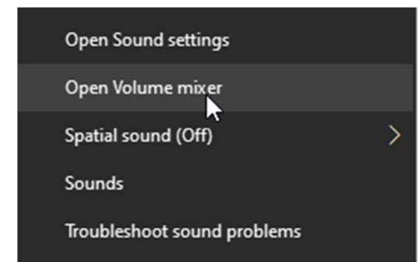
If there is a dropdown arrow on the device option, it means their computer is using multiple
audio devices and the sound might be going through a different device.
Select the correct device that your will be using for audio.
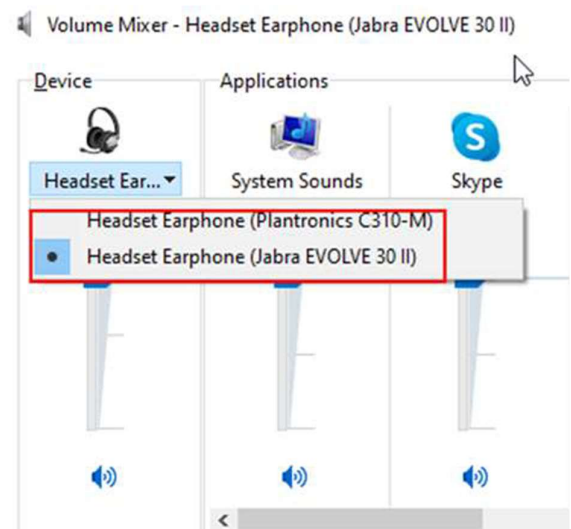
Changing video or audio device if on the floor

1. **Click the settings Icon in the tool bar**

2. **Select Camera Device –** Check your Webcam is set as the Camera device.

3. **Select Mic Device –** Check your Microphone device is set correctly.

4. **Select Speaker Device –** Check your Speaker device is set correctly, if connecting with a headset this will be the same device as your Microphone.
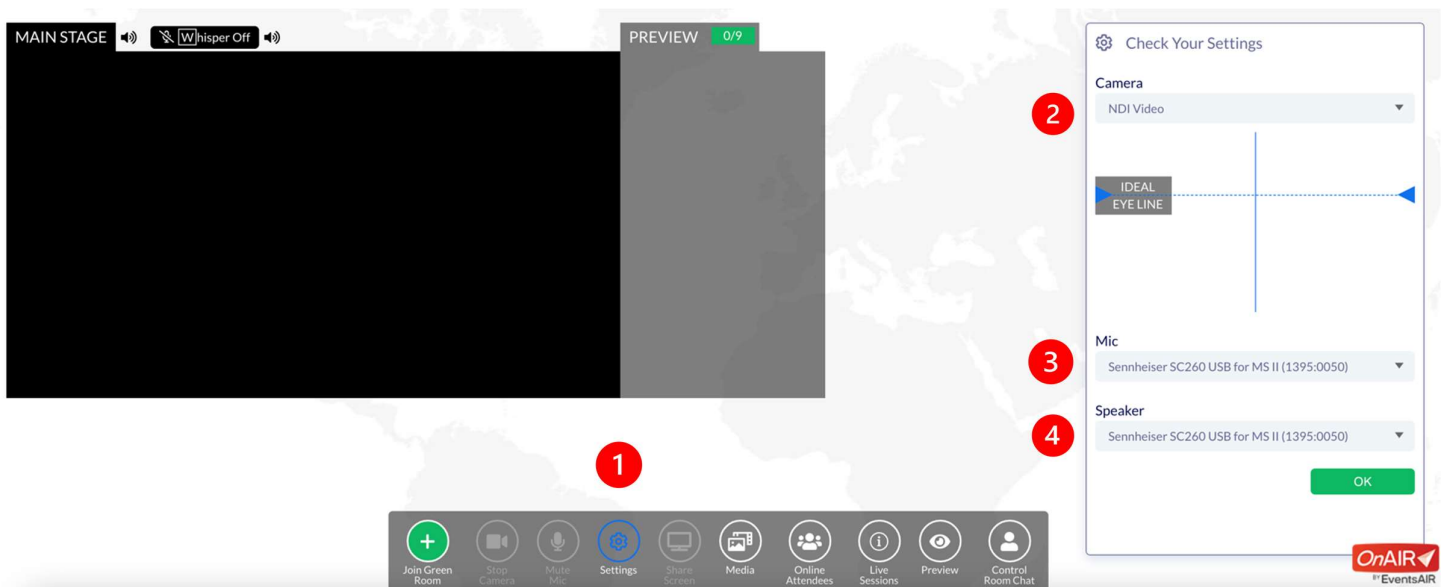
Pixelated Video Feed or No Webcam feed under settings

- Try connecting with a wired ethernet connection if available

- Close unneeded and background programs that may be using up bandwidth

- If issues persists, end presentation and rejoin:

  - **Select Join Green Room**

  - **Open Advanced Options**

  - **Select 240p Quality and 7fps Frame rate**