OnAIR Technical Guidelines
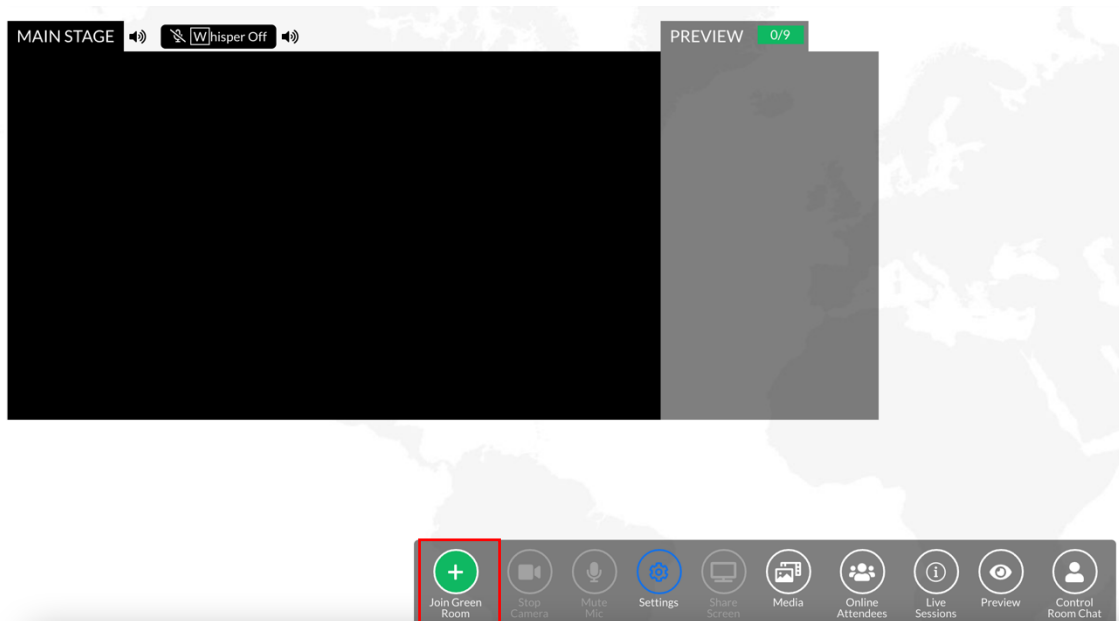
Connecting to the Green Room

Presenter Controls

Raising your hand and promotion to speaker
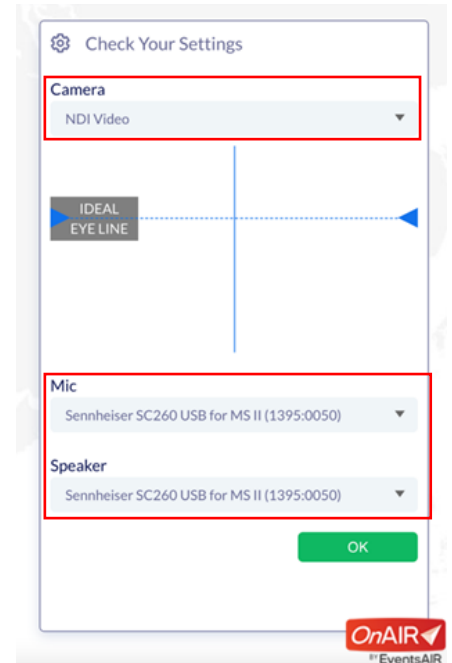
Attendee Speaker Controls

Troubleshooting FAQ

Connecting to the Green Room

As a Presenter to join the green room you have to click **"Join Green room"**

Next you will be prompted to check your device Settings.

Make sure you select your **Webcam** and audio device for both **Mic** and **Speaker.**
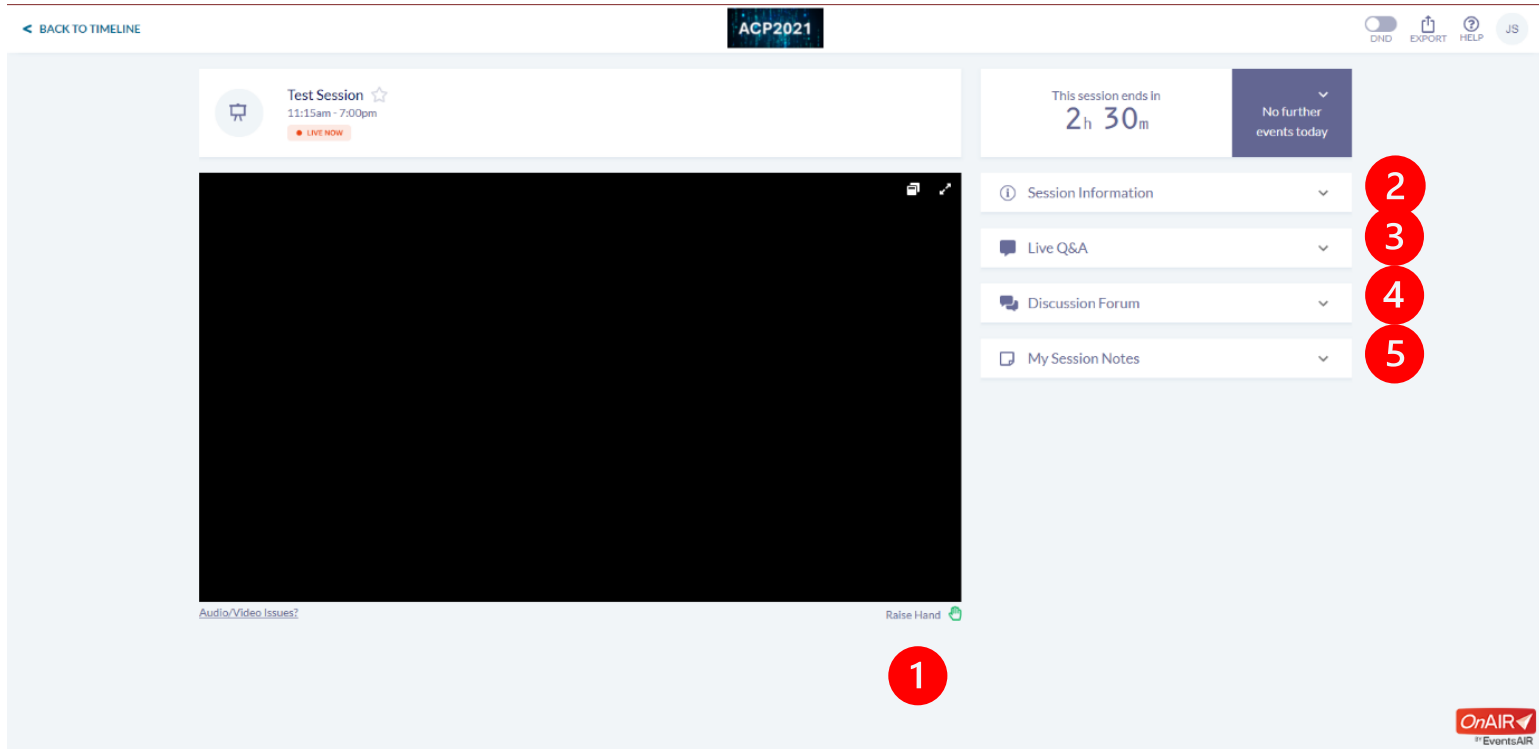
Presenter Controls:

1. **Start/End Presentation** – Select option to start presenting. You will be brought into the Green Room until the Host brings you on the Main Stage.

2. **Start/Stop Camera** – By default, your camera will be turned on.

3. **Mute/UnMute Mic** – By default, your microphone will be turned on.

4. **Settings** – Select this to review or change your audio and video options.

5. **Share Screen** – You can share a PowerPoint or anything else on your computer screen.

6. **Media** – You can bring in a video file or image to share during your presentation

7. **Live Q&A** – this option displays the Live Q&A panel, where you or your non-presenting support team can review, manage, and respond to questions.

8. **Discussion Forum** – This is the informal text chat area for attendees and presenters to have conversations before and during a session.

9. **Session Information** – This option displays the session details, including presenter information and session description.

10. **Presenter Chat** – This is a private chat area for all hosts, presenters, and other event staff in the current session.

11. **Preview** – This option displays both the attendee view and a preview of the current only available when a Broadcast is active.

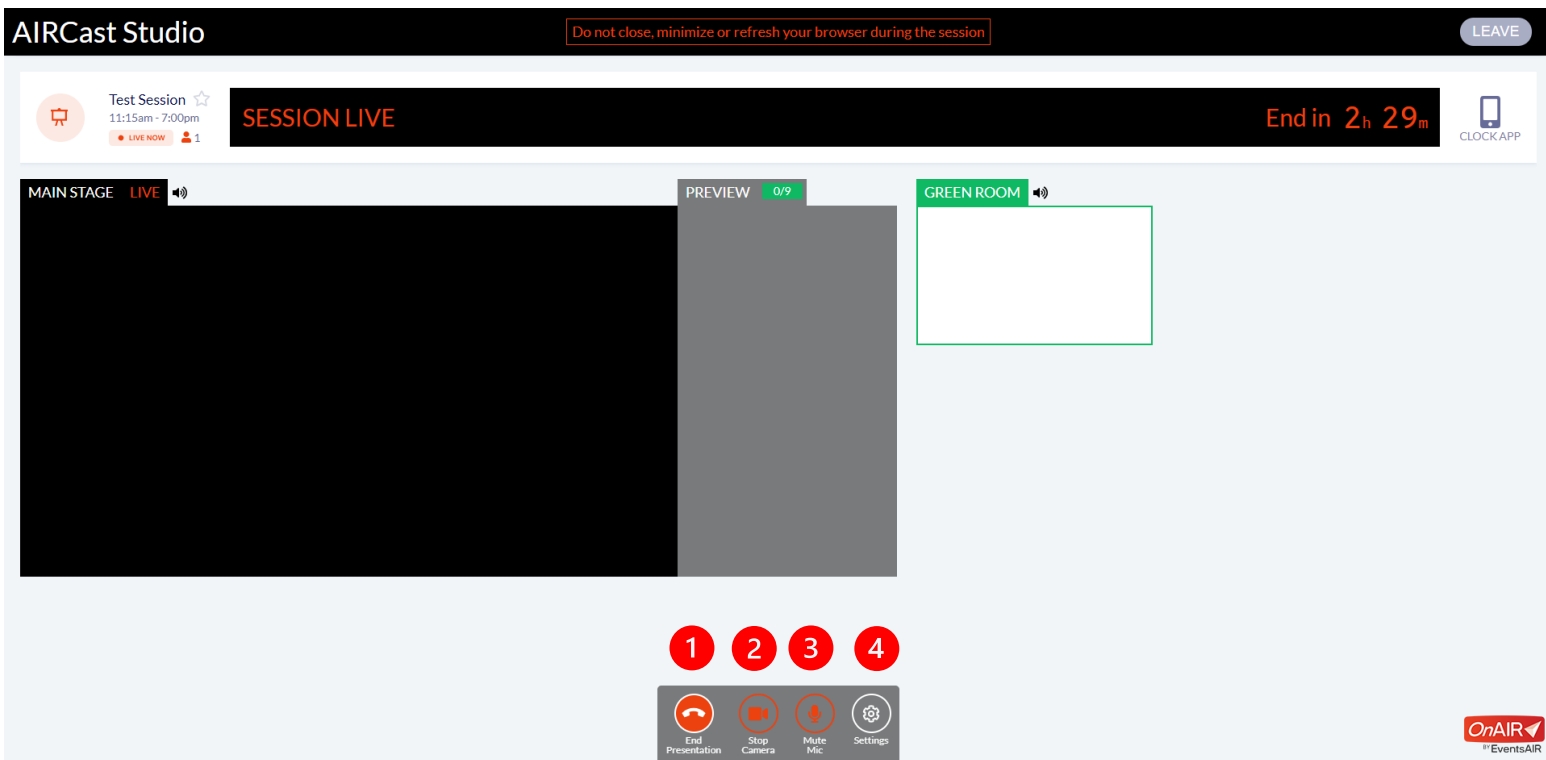12. **Control Room Chat** – This is a private chat area for all presenters and control room staff

Raising your hand and promotion to Speak

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

Troubleshooting Frequently Asked Questions:

1. Recommended technical setup for connecting to the platform

2. Webcam or Microphones isn't working for a presenter

3. Having trouble with audio or video for a session

4. Changing video or audio device as Presenter

5. Low internet bandwidth causing pixelated or no video image

Recommended Technical setup

Compatible Browser

All presenters and attendees are required to connect to the platform using the latest version of **Google Chrome** or **Microsoft Edge**.

Google Chrome   Microsoft Edge

CPU Performance

Close all other programs running in the background to ensure your Video and Audio device are prioritised by the platform.

Audio Device

It is strongly recommended that an external microphone is used.
This can be a USB microphone, headset,
or pair of headphones with an inline microphone.

Internet

High quality internet connection, preferably a wired Ethernet connection for presenters. Both download and upload speeds are important.
Recommended 5mbps Download/Upload

Ethernet cable

USB Ethernet adapter
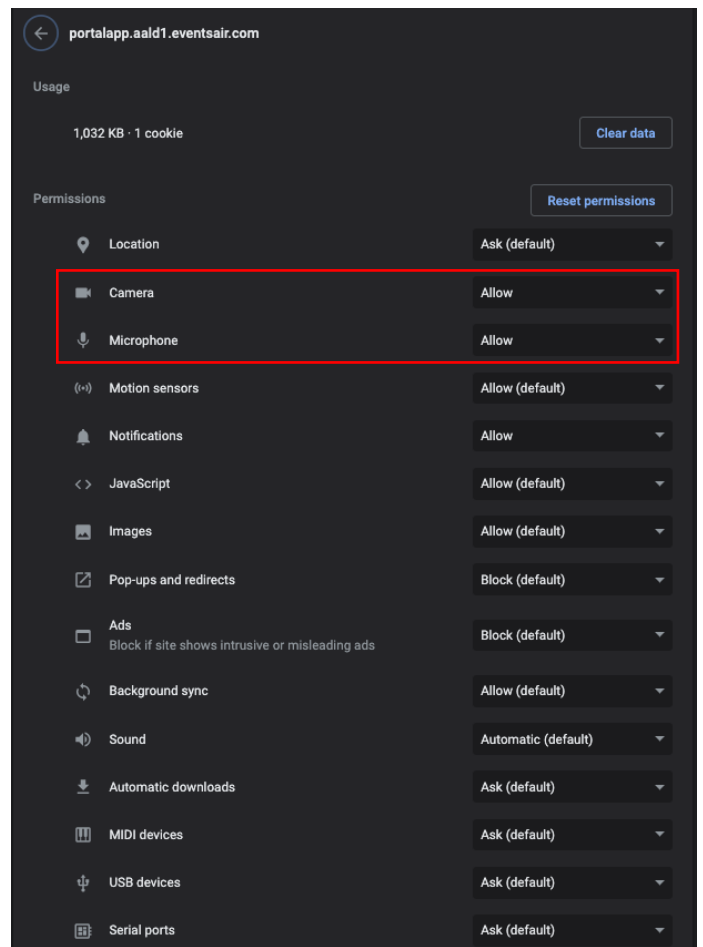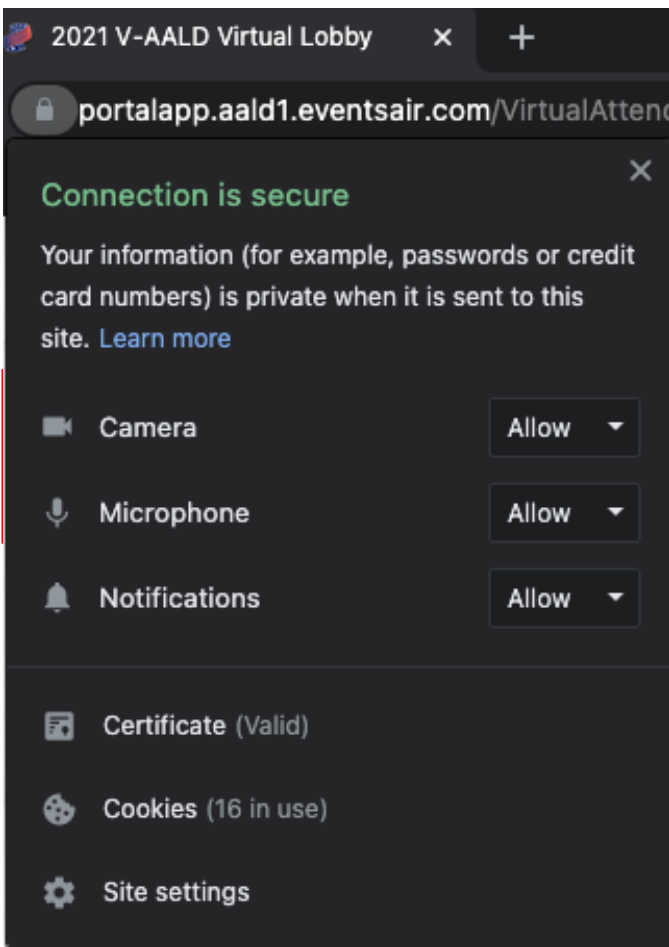for slim MAC/Laptop

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.
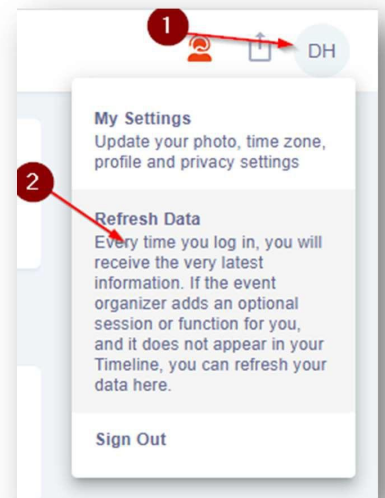
To check these settings have been allowed:

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.
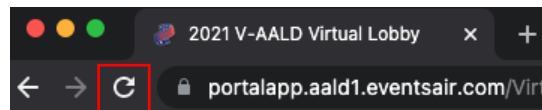
Audio or Video issues on platform

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.
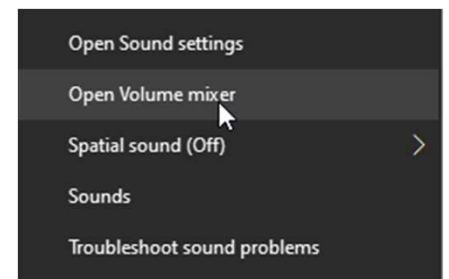
3. Refresh your browser

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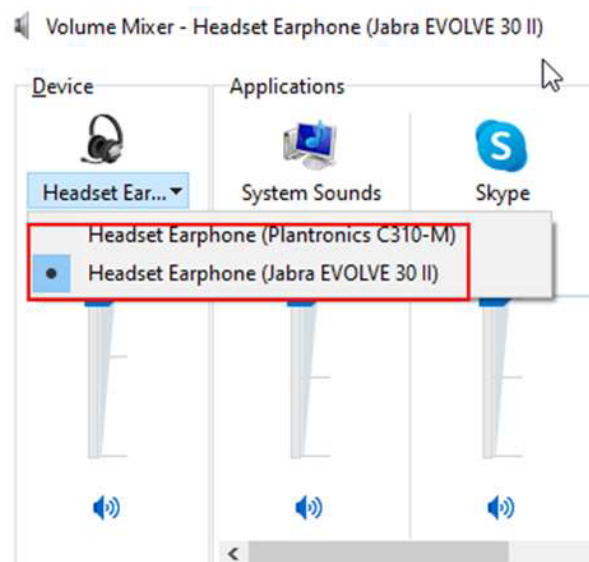
5. If you are still having issues check browser for any extensions that might be blocking any of the features of the OnAIR portal (adblockers, pop up blockers etc.) Try disabling these.

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

- Right click on the speaker icon (lower right corner).
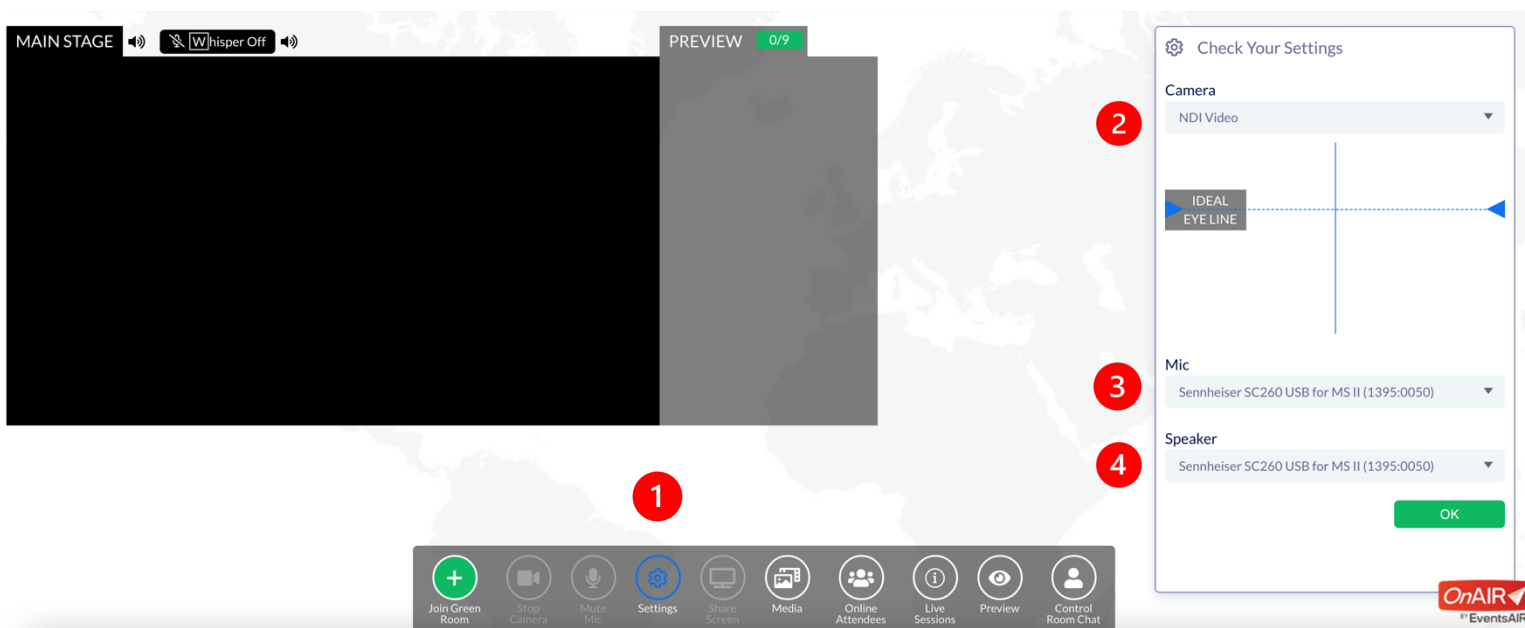
- Select open volume mixer.

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 as Presenter

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

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

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

5. **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 for Presenter

- 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**