

Speaker Technical Troubleshooting



If you are experiencing technical difficulties, read through [these instructions from Accelevents](#). If you're still having trouble, try this:

In your browser

- Be sure you are accessing Accelevents using Google Chrome.
 - If you are using Google Chrome and still experiencing an issue, you can try Firefox or Safari. Do not use Internet Explorer.
 - If you do try another browser, you must log out of Accelevents and close all tabs in the first browser before opening another browser.
- Be sure your browser is up to date and doesn't have any outstanding updates.
 - [Instructions for Google Chrome](#)
 - [Instructions for Firefox](#)
 - [Instructions for Safari](#)
- Be sure you only have one tab of Accelevents open in your browser. You cannot be in the backstage studio of your session while also having a tab open for the front end of the conference.
- Refresh the page and/or log out of Accelevents and log back in.
- Access Accelevents in an incognito or private window in your browser.
 - [Instructions for Google Chrome](#)
 - [Instructions for Firefox](#)
 - [Instructions for Safari](#)
- Clear your browser's cache and cookies
 - [Chrome](#): Settings > Privacy and security > Clear browsing data > Clear data
 - [Firefox](#): Options > Privacy and security > Clear data > Clear
 - [Safari](#): Command (⌘) + Alt + E
- Check your internet connection/speed
 - Go to [speedtest.net](#). Internet speed must be at least 5mbs.
- Disable any firewalls (e.g. malware, AVG)
 - [Instructions for Microsoft](#)
 - [Instructions for Apple](#)

Audio/Video Troubleshooting

- Enable the camera and microphone in your browser
 - [Instructions for Google Chrome](#)
 - [Instructions for Firefox](#)
 - [Instructions for Safari](#)
- Be sure the camera and/or microphone are not being used by another application.
 - Close all other applications especially Microsoft Teams and Zoom.
- Enable pop-ups in your browser
 - [Instructions for Google Chrome](#)
 - [Instructions for Firefox](#)
 - [Instructions for Safari](#)
- Adjust browser security settings
 - [Instructions for Google Chrome](#)
 - [Instructions for Firefox](#) - Firefox: Options > Privacy and security > Browser privacy > Standard
 - [Instructions for Safari](#)

In Accelevents

- If you are having trouble with your audio/video, log out of Accelevents and log back into the backstage studio, this time choosing a different microphone or audio input/output.
- Once inside the backstage studio, allow or adjust your browser's audio/video settings by clicking "Settings" on the left side and then change your microphone and camera under "Device Switcher."