

Pheedloop Live Stream Troubleshooting

If you're attending an event and are experiencing issues with the live stream, it's very likely local to your computer or browser configuration. There are several streaming options the event you are attending may have chosen from, so although there isn't one magical fix, here are some common troubleshooting tips that should allow you to experience the virtual event to its fullest.

1. Browser

We strongly recommend using a modern browser to participate in the virtual event. Specifically, we suggest Google Chrome for its security and feature compatibility. If you have Google Chrome installed, please use it instead of your current browser. If you would like to download it, please follow this link.

2. Internet Connection

A high speed internet connection is recommended to participate in sessions without experiencing interruptions. If the stream is working, but the audio or video seems choppy, it's possible that your internet connection is too slow, unstable, or bandwidth is being utilized elsewhere.

3. Other Possible Issues & Solutions

Issues	Possible Solutions
Session is not yet live	Ensure you're viewing a session at the date and time that it is expected to be live
Access denied message	Some sessions are restricted to certain groups or ticket holder types, please contact the event organizer if you feel you should have access
Getting video, but no audio	Ensure your speakers are not muted, none of the controls on the stream (if available) are muted, and no other tab is occupying your audio channel
Microphone or webcam isn't working	Check to make sure you've granted the browser tab for the virtual event access to your microphone and webcam, this is usually toggled via a little video camera icon in your URL bar

If you continue to experience issues, please send an email to support@pheedloop.com with:

1. Full screen (not just your browser) screenshot showing the problem
2. Name of the event you are experiencing issues with
3. Browser you are using