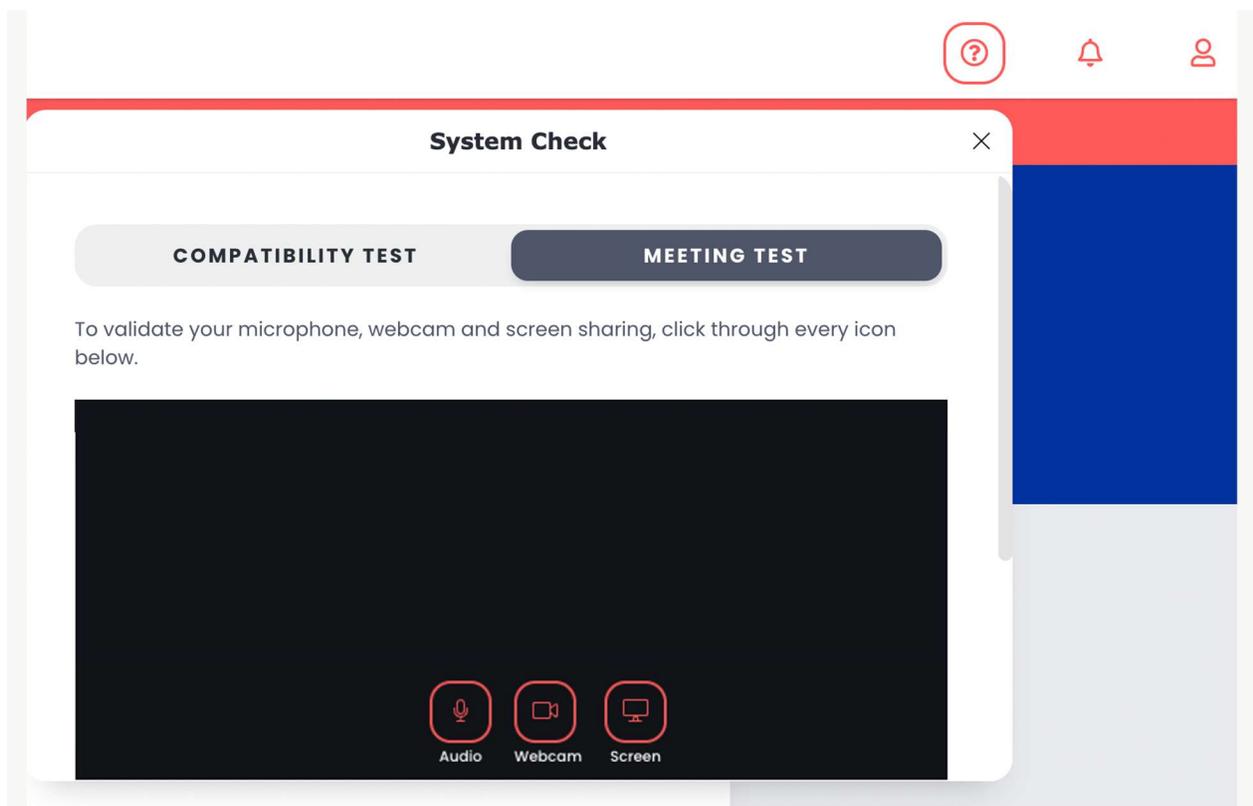


Troubleshooting

Test your system setup:

1. Select the question mark on the top left within the virtual lobby
1. 2. Select "check your system"
2. 3. On the "compatibility test" tab you are able to confirm if there are any system conflicts
3. 4. On the "Meeting test" tab you are able to do a quick test to confirm you are able to correctly connect your audio and webcam (depending on your attendee permissions)



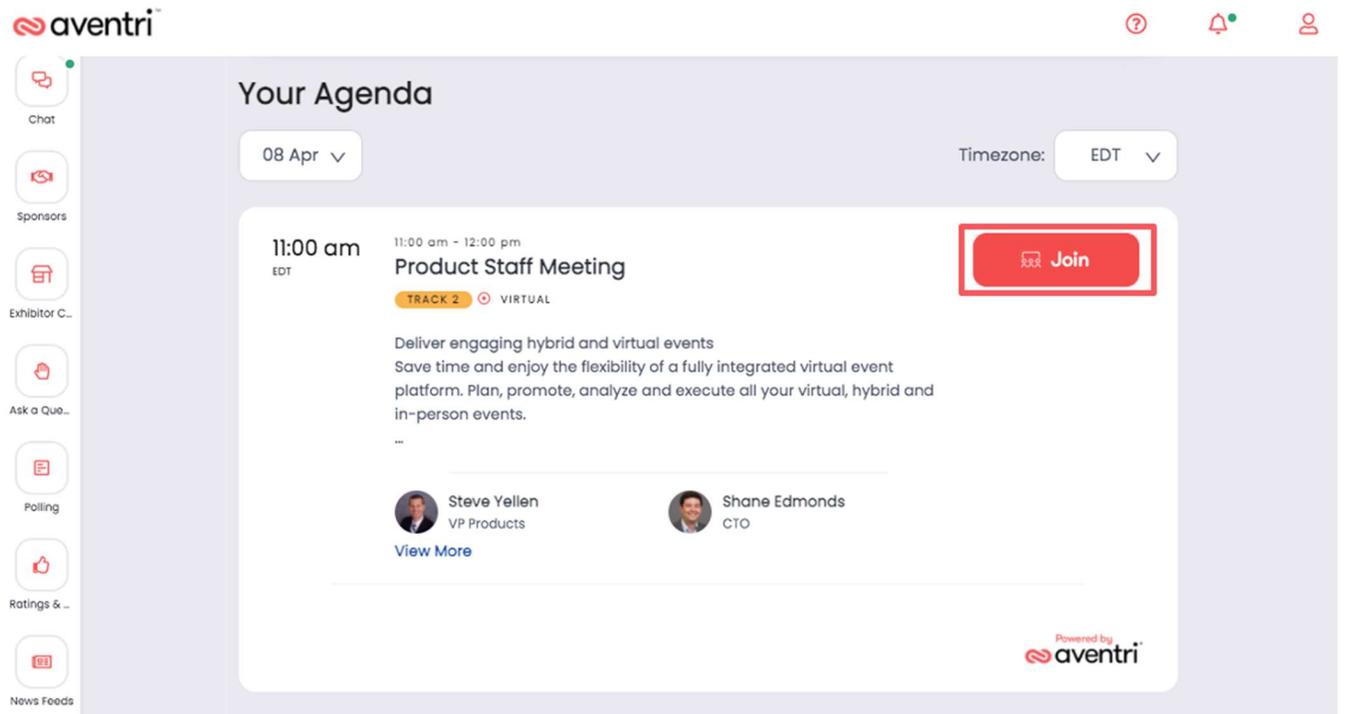
Why am I not able to join a session from the virtual lobby?

- As an attendee you can only join a session once it has started
- Attendees can access a session from 0 - 60min before the scheduled session begins
- The "Join" button will become active when the event host starts the session

The screenshot displays the Aventri user interface for an event agenda. On the left, a vertical sidebar contains icons for Chat, Sponsors, Exhibitor C..., Ask a Que..., Polling, Ratings &..., and News Feeds. The main content area is titled 'Your Agenda' and shows the date '08 Apr' and 'Timezone: EDT'. A session card for 'Product Staff Meeting' is scheduled for '11:00 am EDT' from '11:00 am - 12:00 pm'. The session is on 'TRACK 2' and is 'VIRTUAL'. A red 'Join' button is present on the card, but it is currently inactive. The session description reads: 'Deliver engaging hybrid and virtual events. Save time and enjoy the flexibility of a fully integrated virtual event platform. Plan, promote, analyze and execute all your virtual, hybrid and in-person events.' Below the description, two speakers are listed: Steve Yellen (VP Products) and Shane Edmonds (CTO). A 'View More' link is also visible. The Aventri logo and 'Powered by' text are at the bottom right of the card.

Why don't I see a session in the virtual lobby?

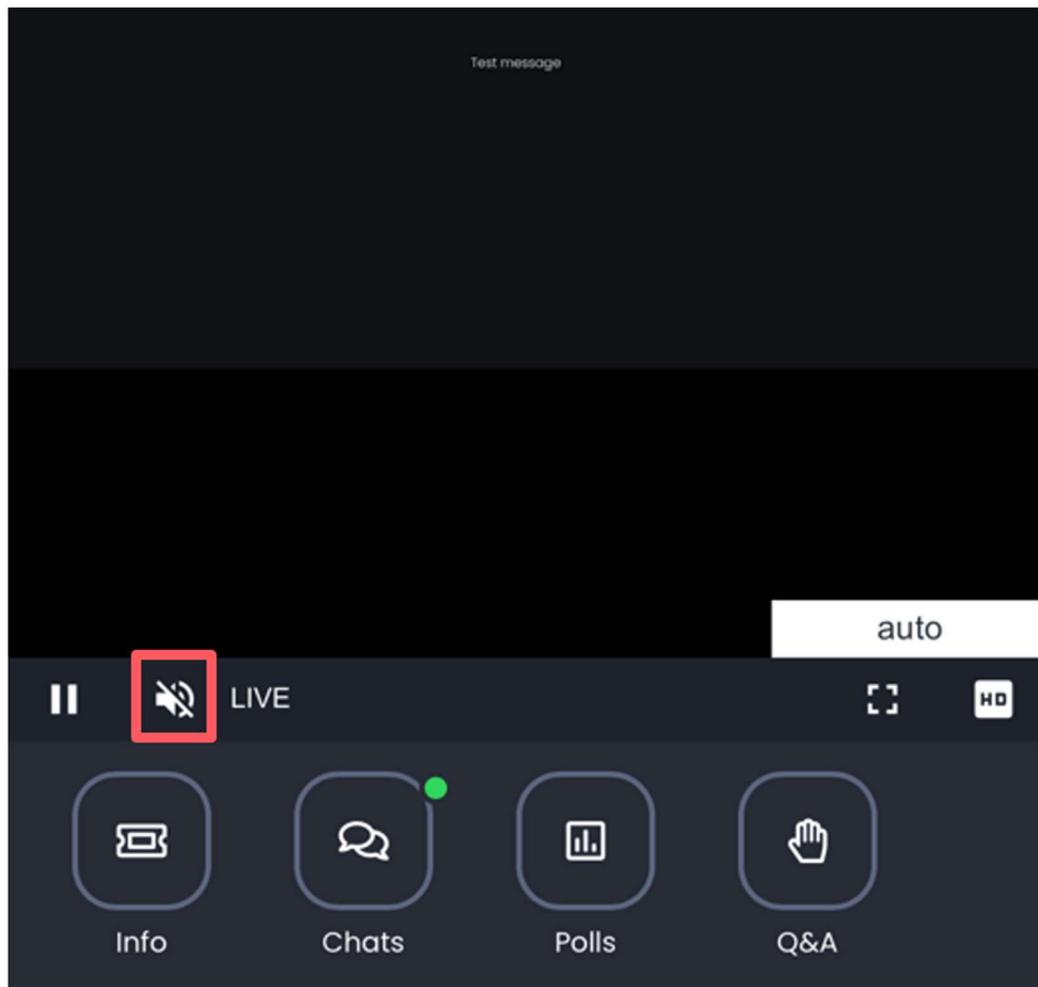
- You can only see the sessions in the virtual lobby which you selected during registration
- To add sessions to your agenda you would have to modify your registration first and then log back into the virtual lobby



The screenshot displays the Aventri virtual lobby interface. At the top left is the Aventri logo. On the right side of the header, there are icons for help, notifications, and user profile. A vertical sidebar on the left contains icons for Chat, Sponsors, Exhibitor C..., Ask a Quo..., Polling, Ratings &..., and News Feeds. The main content area is titled "Your Agenda" and shows a date selector for "08 Apr" and a "Timezone: EDT" dropdown. The agenda lists a session at "11:00 am EDT" titled "Product Staff Meeting" from "11:00 am - 12:00 pm". The session is marked as "TRACK 2" and "VIRTUAL". A red "Join" button is visible next to the session title. The session description reads: "Deliver engaging hybrid and virtual events. Save time and enjoy the flexibility of a fully integrated virtual event platform. Plan, promote, analyze and execute all your virtual, hybrid and in-person events." Below the description, two speakers are listed: Steve Yellen (VP Products) and Shane Edmonds (CTO). A "View More" link is provided for the session. The bottom right corner of the interface features the text "Powered by aventri".

Why is my audio not working on mobile or tablet?

- When using Safari your audio will automatically be muted when you join, this is a standard default setting on the Safari browser
- This is due to Safari's media policy which is intended to prevent spam sites from delivering a negative browsing experience
- To unmute yourself you can tap the player and the controls for the player will appear at the bottom of the screen where you can enable audio



Which browsers are supported for the virtual event?

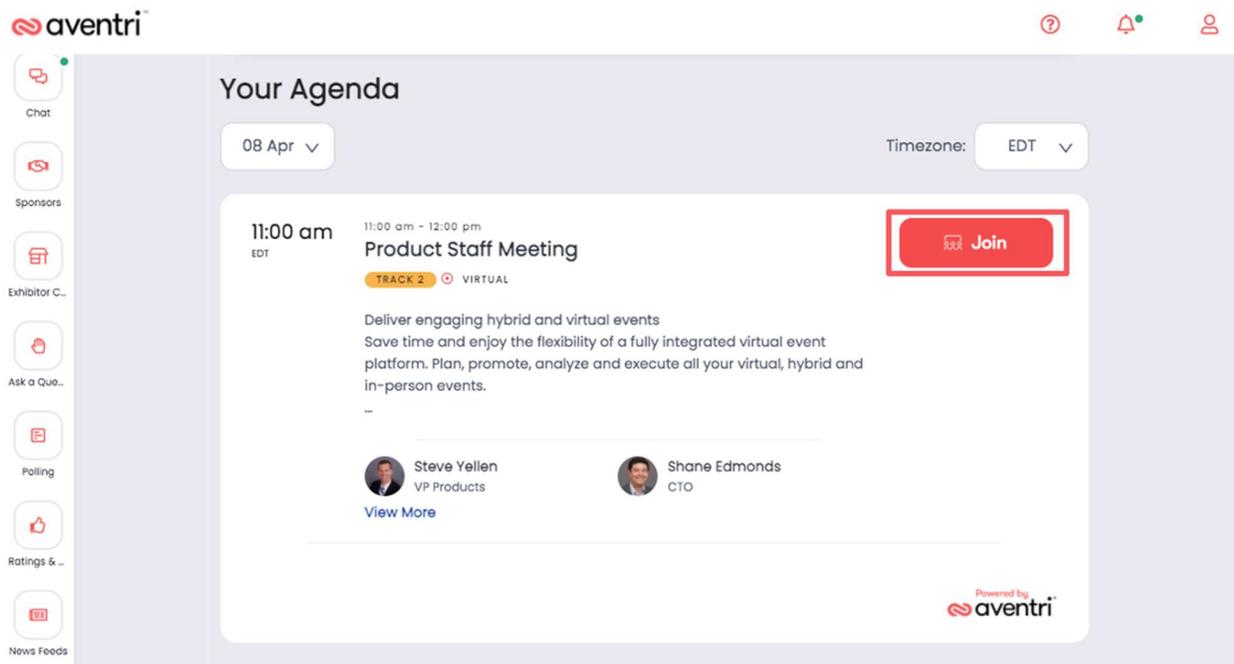
We support the latest Windows, Mac, & Linux versions of

- • Chrome
- • Firefox
- • Safari
- • Edge
- • Mobile Safari on iOS
- • Mobile Chrome on Android



Which device should I use to join the virtual event?

- For the best experience, it is strongly recommended to join the event using a desktop, though other devices are supported



The screenshot displays the Aventri virtual event agenda interface. At the top left is the Aventri logo. On the right side of the header, there are icons for help, notifications, and user profile. A vertical sidebar on the left contains icons for Chat, Sponsors, Exhibitor C..., Ask a Que..., Polling, Ratings &..., and News Feeds. The main content area is titled "Your Agenda" and shows the date "08 Apr" and "Timezone: EDT". The agenda item is for "11:00 am EDT" on "11:00 am - 12:00 pm" for a "Product Staff Meeting" on "TRACK 2" which is "VIRTUAL". A red "Join" button is prominently displayed. The meeting description reads: "Deliver engaging hybrid and virtual events. Save time and enjoy the flexibility of a fully integrated virtual event platform. Plan, promote, analyze and execute all your virtual, hybrid and in-person events." Below the description are two speakers: Steve Yellen (VP Products) and Shane Edmonds (CTO), with a "View More" link. The Aventri logo is also present in the bottom right corner of the agenda card.

Why can't I hear audio in a session?

In case of issues, please check the following

- 1. Confirm your volume is turned up
- 2. Check your microphone or headset is connected
- 3. Click on the microphone icon in your browser to confirm your audio source
- 4. Trying using Chrome
- 5. Try using an Incognito browser window
- This can be done by clicking on the 3 dots on the top right of Chrome and selecting "New Incognito Window"
- You can also press CTRL + SHIFT + N on Windows or Press ⌘ + SHIFT + N on a MAC
- 6. If you are using a VPN, try switching off the VPN
- 7. If you have a firewall, try using a personal network outside of the blocking firewall like 4G mobile data
- 8. Try using a personal laptop or device and a personal network

