

# e360 Troubleshooting Guide

Please read first: Browser Recommendations and Requirements. Choice of browser is a remedy to many common problems.

Google Chrome is the preferred browser for using this meeting room platform. That's true for hosts, presenters, moderators, and attendees. Anyone participating in an event/room should be encouraged to use Google Chrome to help have the best experience possible. Only the browser is needed – no plugins or downloads required.

## **Important Notes:**

- It is strongly recommended to find an alternative to using Internet Explorer.
- Ensure that users are **not** logged into a VPN

## e360 Tester

If you try to use the platform (i.e., join a room) and encounter an issue or are unable to access, then your first attempt to correct – before any troubleshooting suggestions or contacting support – should be to Try the Tester.

Go to <https://www.archiebot.com/connection-tester> and follow “NEXT” to run the steps to start the Connection Tester.

## Troubleshooting Tips

**Challenge:** Participant cannot connect to an event.

**Solution:** Make sure there is an active Internet Connection. Try Chrome as recommend browser.

**Challenge:** Participant lost connection to an event.

**Solution:** Participant should simply refresh the page – may need to reactivate audio/video settings.

**Challenge:** Attendee lost connection to the platform/site, but the host is still connected.

**Solution:** This is typically not an issue with the platform but rather an internet access issue on the attendee side.

**Challenge:** Attendee is seeing a spinning wheel.

**Solution:** This signals that there is an internet connection Issue (limited or restricted access) on the attendee side, and not an issue with the platform.

**Challenge:** Seeing a white or black screen when loading.

**Solution:** Experiencing this issue means that there is an issue with the location's connection. The user should check their internet connection. Being hard-wired (as opposed to wireless) is recommended.

**Challenge:** The video and audio are choppy.

**Solution:** If possible, Participants should join the event while connected to the internet through a wired connection rather than wireless. Network speed should also meet A/V requirements.

**Technical support: 866-265-1561 (option 1)**