

Hubilo best practices and TECH FAQ

Best practices:

- The event is best experienced in the latest version of Chrome on laptop/Desktop.

VPN and WIFI connections for optimal meetings:

- If you have a VPN or firewall enabled, Disable it.
- Join from an Open network and not via the restricted office network.
- Kindly upgrade the browser or switch to a Laptop/Desktop if the issue persists.
- If your video or audio device is not compatible, you shall receive an error message saying “No compatible devices found”.

Please check the following if you are facing issues with your Camera & Mic:

Most issues could be due to a temporary glitch and get resolved by a quick browser refresh. If this does not help, please go through the following steps

- Please ensure you have enabled camera and mic permissions for the page.
- Switch Network:
VPNs and Firewall enabled networks could block some functionalities. Try switching to a different network.

Check if Audio/Video Permissions are given for the Event community web application.

If not, follow the steps mentioned to successfully enable browser permissions for your camera and microphone:

- Make sure the drivers are installed for Audio and Video Devices (guidance for example [here](#))
- Check if the video is enabled on other software like Zoom.
- Check for system time, it should be according to the system timezone. Not manually set up.