

TROUBLE-SHOOT



GOOGLE-CHROME

Table of Content

1. **Trouble-Shoot**

- a. Trouble-shoot
- b. Microphone & Camera settings

2. **Deal Room conference**

- a. Presentation sharing
- b. Video sharing

Trouble-shoot

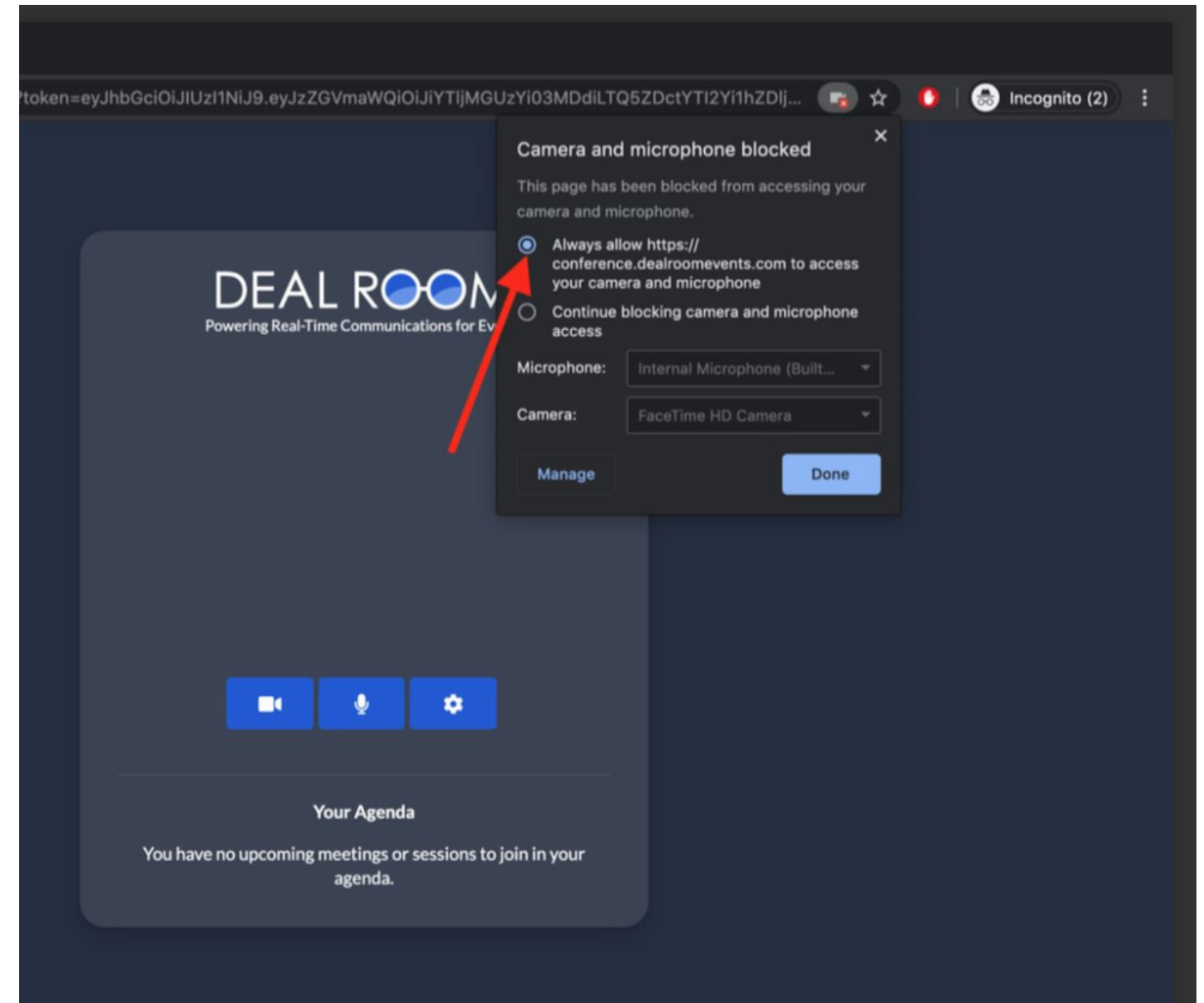
1.

IN THIS CHAPTER,

- A.** Trouble-shoot
- B.** Microphone & Camera settings

TROUBLE-SHOOT - MICROPHONE & CAMERA

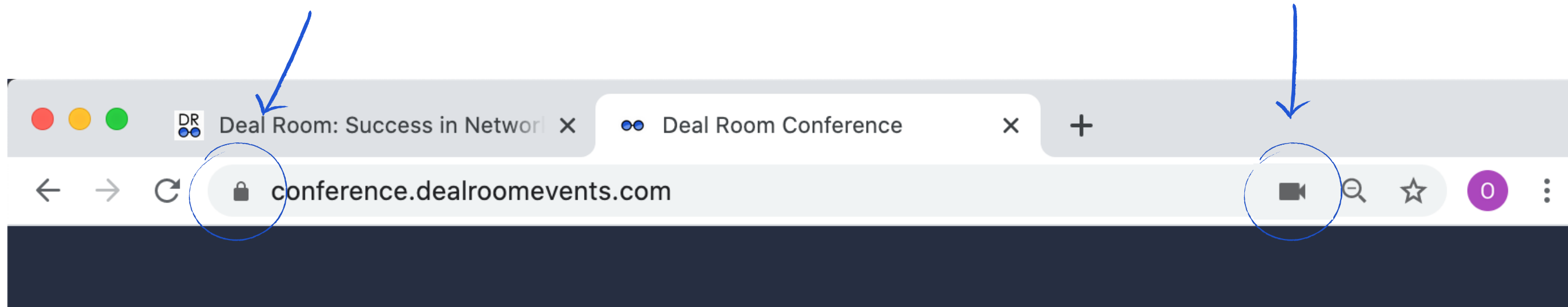
When Deal Room is asking permission to use your camera and audio, please allow it.



TROUBLE-SHOOT - MICROPHONE & CAMERA

1. Please double check that you have granted access for your camera and microphone to be used

In the browsers search bar you can check you settings from the icons.



Google Chrome

1. Please double check that you have granted access for your camera and microphone to be used

In the browsers search bar you can check you settings from the icons.

TROUBLE-SHOOT - GOOGLE CHROME (ADVANCED)

If the previous steps did not work, please follow the advanced settings:

1. Enter <chrome://settings/content/camera> into Chrome URL bar
2. Enter <chrome://settings/content/microphone> into the Chrome URL bar
3. Disable the setting "Ask before accessing"
4. Under "Allow," delete <https://conference.dealroomevents.com> if present
5. Refresh the Deal Room page and grant **(ALLOW)** camera access when prompted

TROUBLE-SHOOT - NOTABLE

Other things to notice:

1. Check that your computer's camera is connected, turned on, and pointing towards you unobstructed
- 2. Check if your camera is not blocked by other apps, like FaceTime in MacOS, Camera App, Teams or Zoom**
3. Close any other application that might be using the camera, then reload Deal Room
4. Restart your computer or your browser

Still not working?

Please contact Deal Room live support.

MICROPHONE AND CAMERA SETTINGS



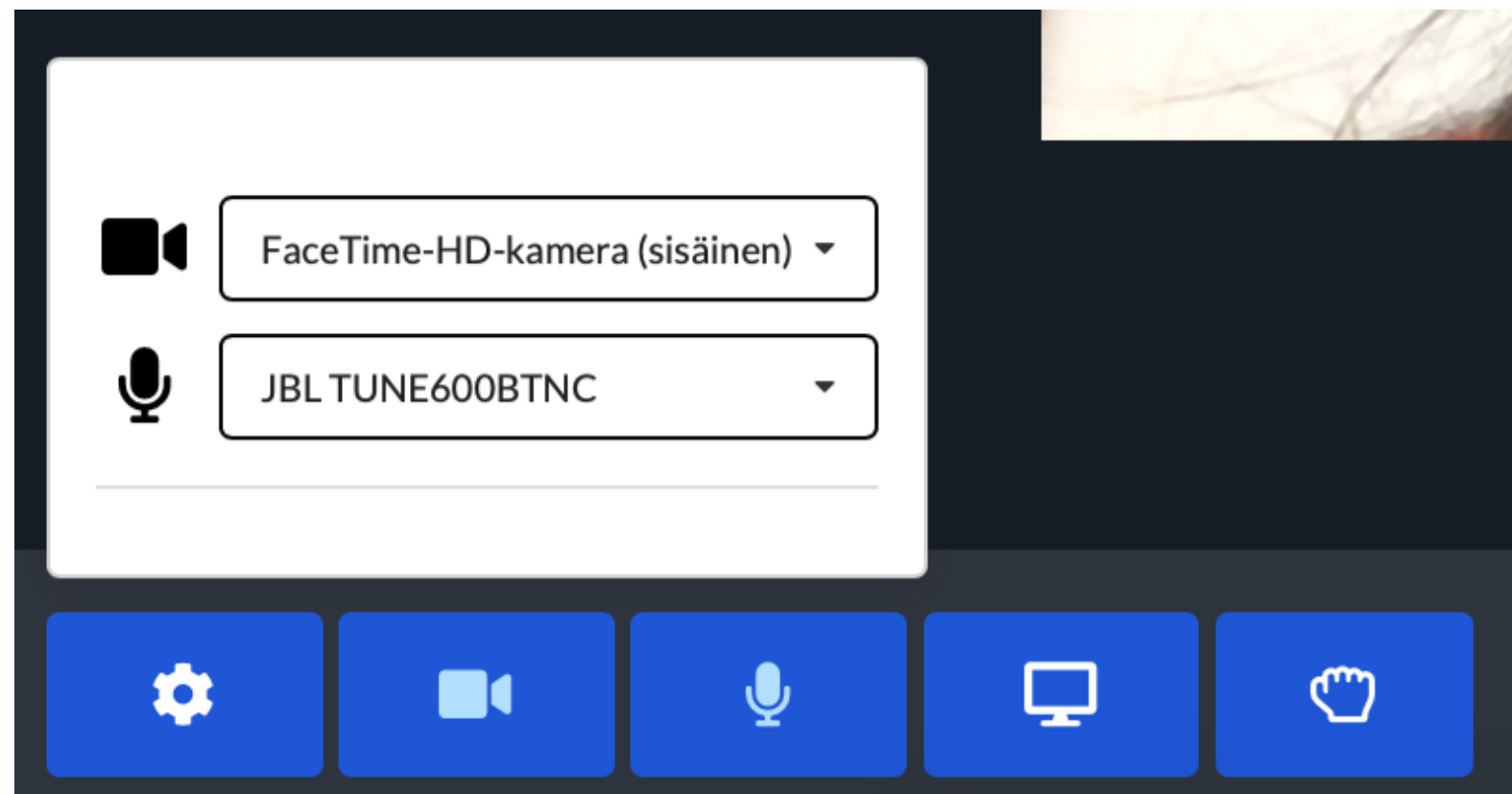
Your technical resources

- Video (computers camera our outsource)
- Audio (computers audio or headphones)

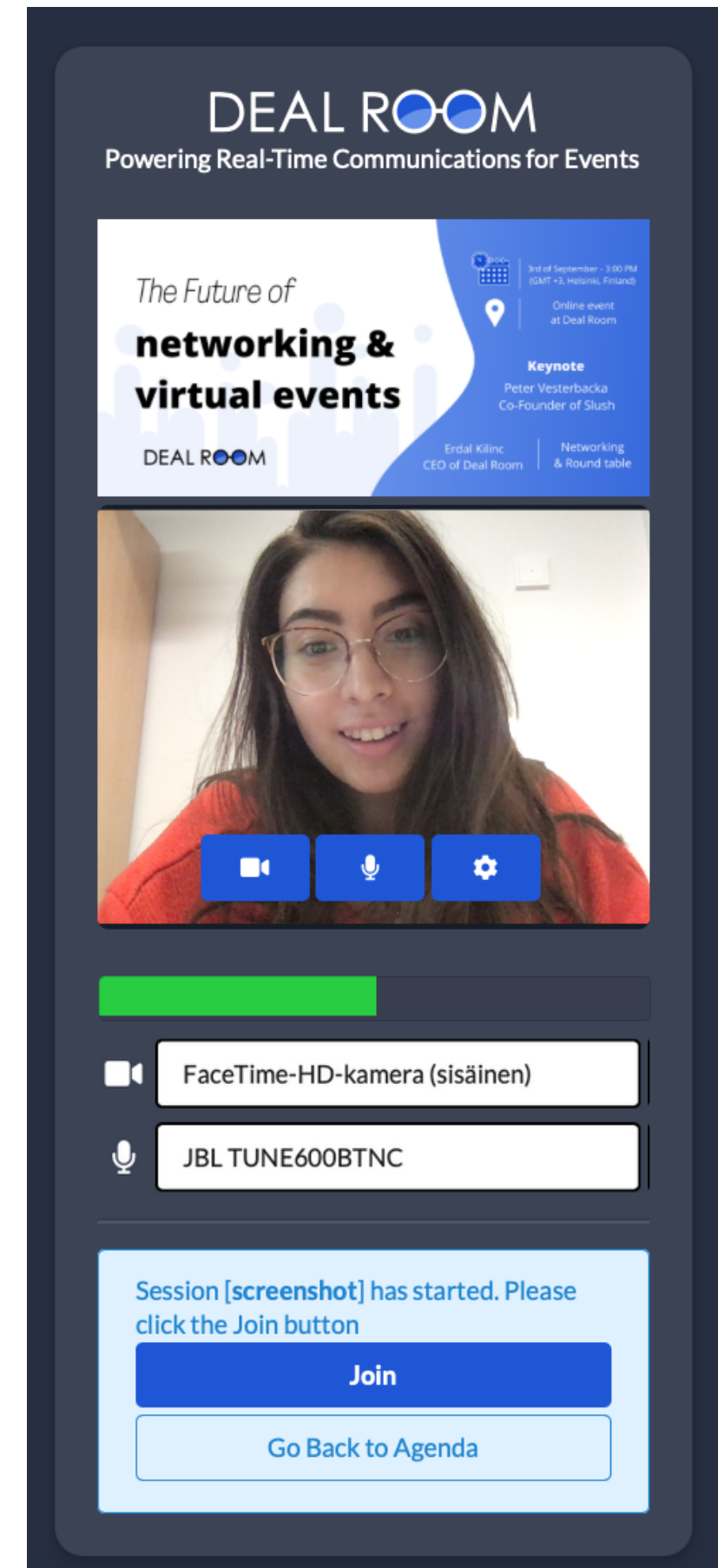
You can select which microphone or camera you are using

We **suggest** to **use outsource microphone** during your sessions

The audio will be more clear and stable and there will be less echo



select microphone or camera
you prefer to use



Deal Room Conference

2.

IN THIS CHAPTER,

- A.** Presentation sharing
- B.** Video sharing

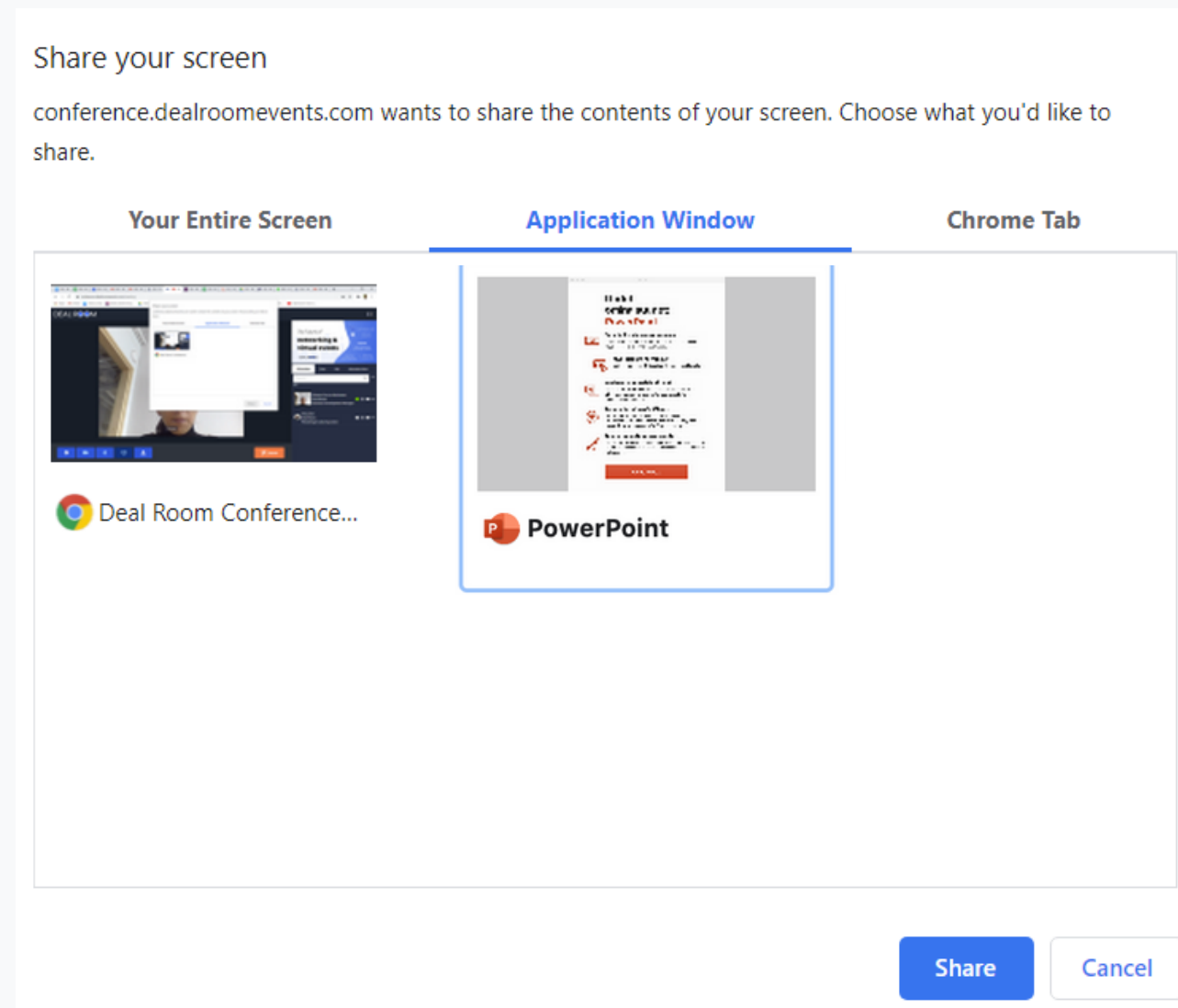
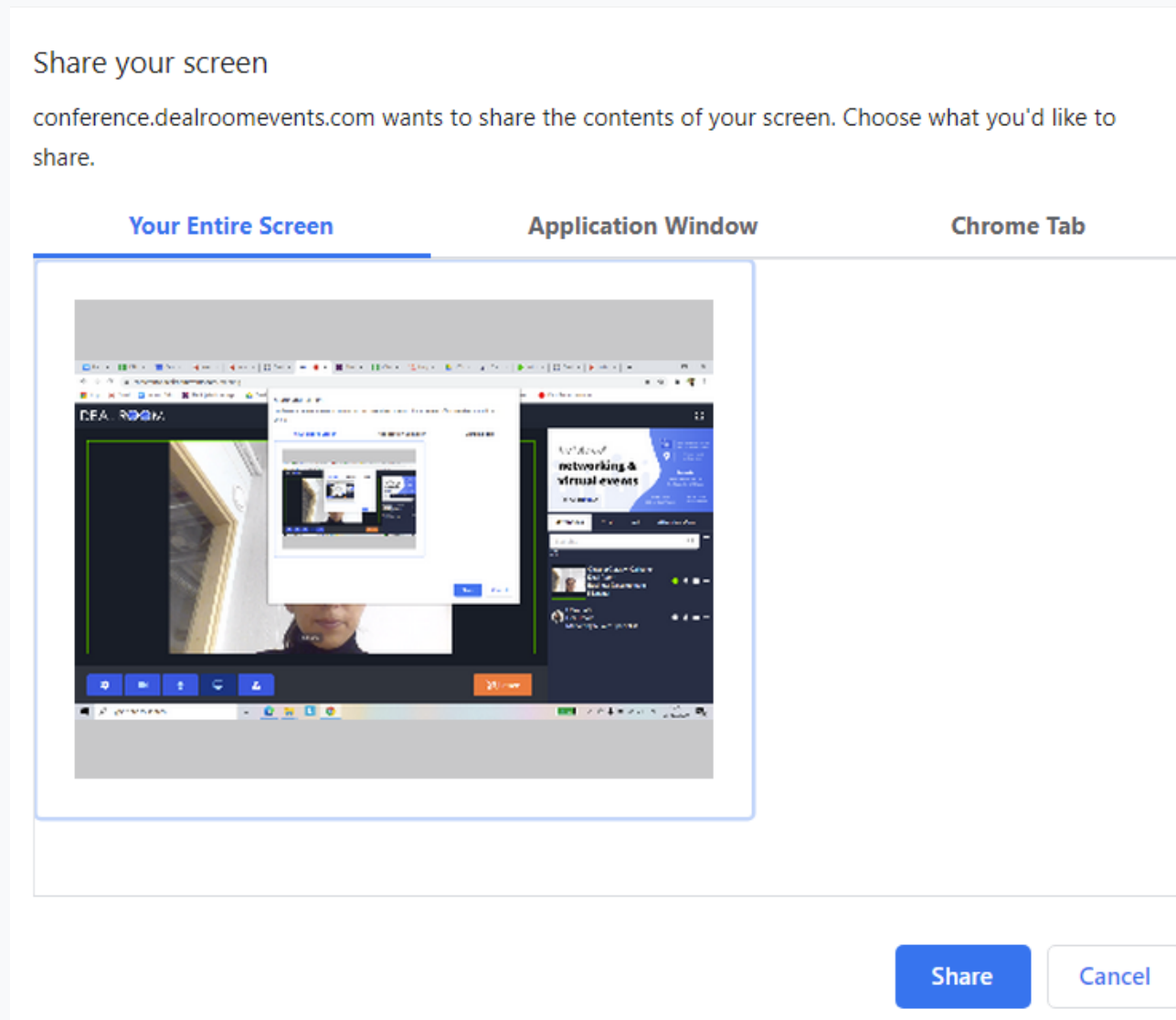
HOW TO SHOW PRESENTATION (SCREEN SHARE)



Screen share

We highly recommend using **Google Chrome**

If you are using **Google Chrome** the windows indicated in the screenshots below will pop up.
You can select to share entire screen or just **one certain window** example PowerPoint.



You need to click the window to "activate" it. The Blue frame will show the window you have selected.
After you have selected right window, press "Share".

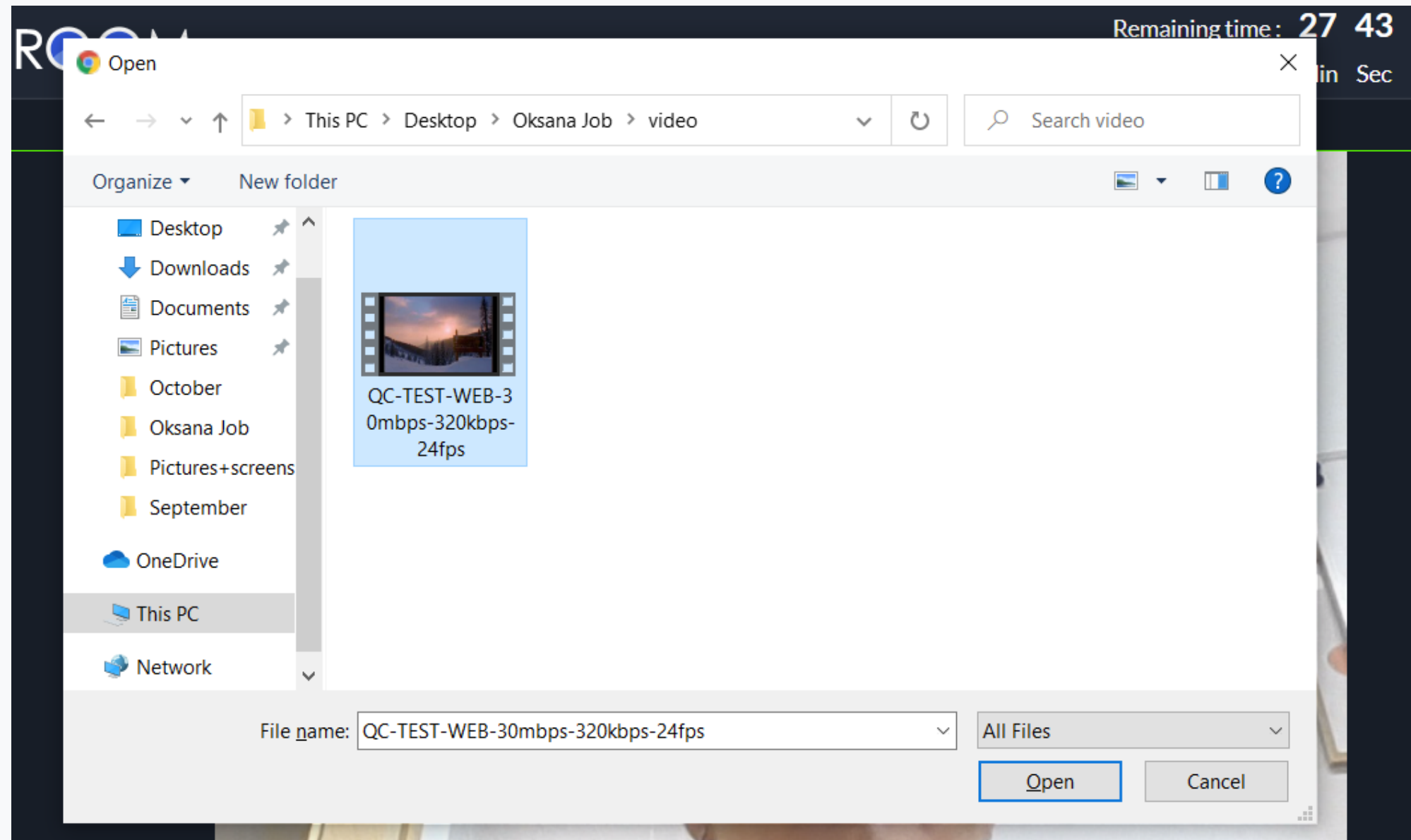
HOW TO PLAY A VIDEO with SOUND



Start publishing video

**ONLY WORKING IN GOOGLE CHROME
AND MICROSOFT EDGE**

Tip: It's good to test your internet connection and the speed before broadcasting video. With good internet you will have a maximum quality of your video.



1. Click on Start publishing Video
2. Find the video you want to play from your computer
3. Select the video and open it
4. Video will automatically start playing
5. When video is finished, click on "Stop publishing video"

THANK YOU!

