

# COMMON ERRORS

**Turning physical into digital.**  
[letsgetdigital.com](https://letsgetdigital.com)





**Digital that feels  
(almost) like physical.**

# 1: I cannot turn on my camera/microphone

**This error can have several causes. To solve this error, it is important to go through all the steps below.**

## **Solutions:**

- Open the event platform in the browser Google Chrome (newest version)
- Go to <https://live.eventinsight.io/check.html> to check if everything is on green
- Make sure you do not have other programs open which can take over your camera or microphone (such as Teams/Zoom)
- Restart your computer/laptop
- Make sure the browser has permission to use your camera/microphone
- Make sure your hardware settings on your computer have permission to use your camera/microphone
- Make sure the right camera/microphone are selected in the settings
- Make sure to put firewall/VPN off
- Make sure to turn of antivirus software

## 2: I cannot hear the speaker

**This error can have several causes. To solve this error, it is important to go through all the steps below.**

### **Solutions:**

- Open the event platform in the browser Google Chrome (newest version)
- Make sure you have a stable internet connection, you can check this here <https://www.speedtest.net/>, it should be at least above 30 Mbps
- Go to <https://live.eventinsight.io/check.html> to check if everything is on green
- Make sure you do not have other programs open which can take over your speakers (such as Teams/Zoom)
- Restart your computer/laptop
- Make sure the right speakers are selected in the settings
- Make sure to put firewall/VPN off
- Make sure to turn off antivirus software

## 3: I cannot enter the session

**This error can have several causes. To solve this error, it is important to go through all the steps below.**

### **Solutions:**

- Open the event platform on a computer or a laptop
- Make sure you have a stable internet connection, you can check this here <https://www.speedtest.net/>, it should be at least above 30 Mbps
- Open the event platform in the browser Google Chrome (newest version)
- Restart your computer/laptop
- Make sure to put firewall/VPN off
- Make sure to turn off antivirus software

## 4: I get the message that I need a larger screen size to participate in the event

Our event platform can only be opened on a laptop or a computer. It is therefore not possible to visit the event via a phone or tablet. The platform supports screens from 1024 pixels wide.

### Solutions:

- Open the event platform on a computer or laptop
- Change the zoom level of your browser

## 5: I see strange translations in the event platform

This error is caused by Google Chrome Automatic Translation. Because this software is on, the event platform is automatically translated.

### Solution:

- Turn off Automatic Google Chrome Translation



**If you still do not see or hear anything after going through these points, the problem could be caused by a strong firewall or a secured network. Please change to a private device or contact your IT department and ask them to whitelist these pages:**

<https://knowledge-base.letsgetdigital.com/misc/virtual-platform/whitelisting>

**If the above mentioned steps are not working, we need a screenshot to see what exactly goes wrong:**

- What is not working?
- When is it not working?
- What kind of messages gives the system/what do you see?

Please provide us with a screenshot of this link: <https://live.eventinsight.io/check.html> and send the information to [support@eventinsight.io](mailto:support@eventinsight.io)

