



PEST ODYSSEY 2021-
THE NEXT GENERATION

Pest Odyssey 2021: The Next Generation

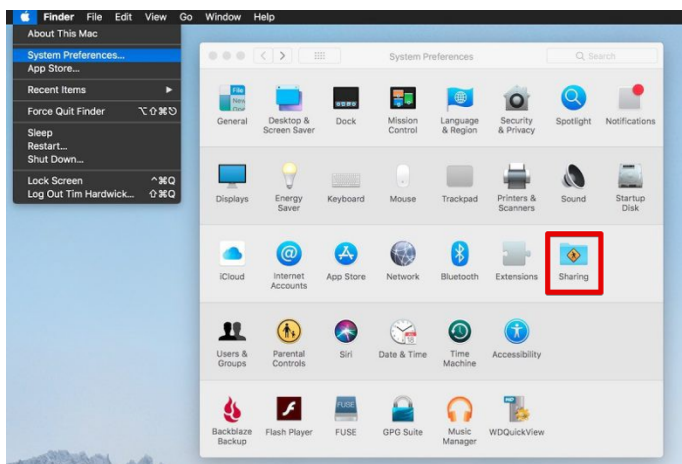
Technical Troubleshooting for Speakers and contributors

You can also find more information and instructions on how to do carry out the below tasks at:

I'm a Speaker in a Session, what do I do?!

If you're having difficulty logging in or using the Accelevents Studio, here are some tips to make it work:

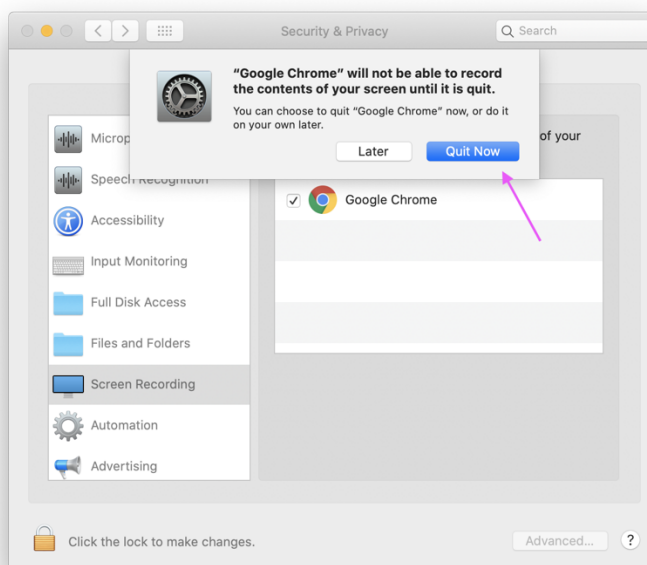
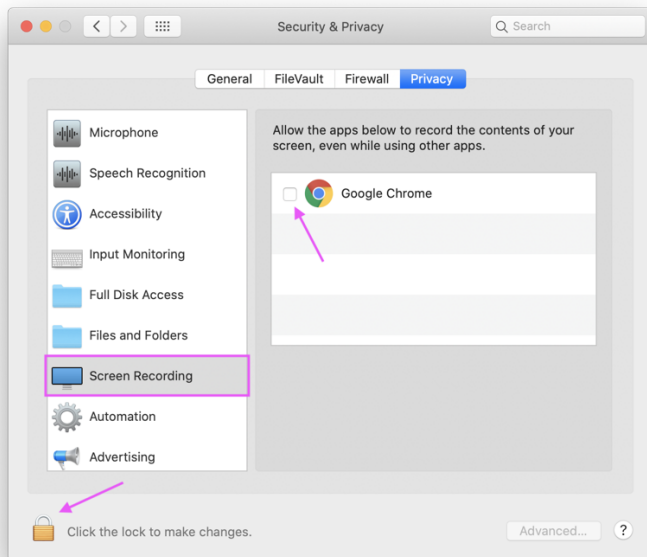
- Use the recommended browser (Chrome)
- Make sure that your browser is up to date
- Allow Screen Sharing (Mac users)
 - Turn Mac screen sharing on or off



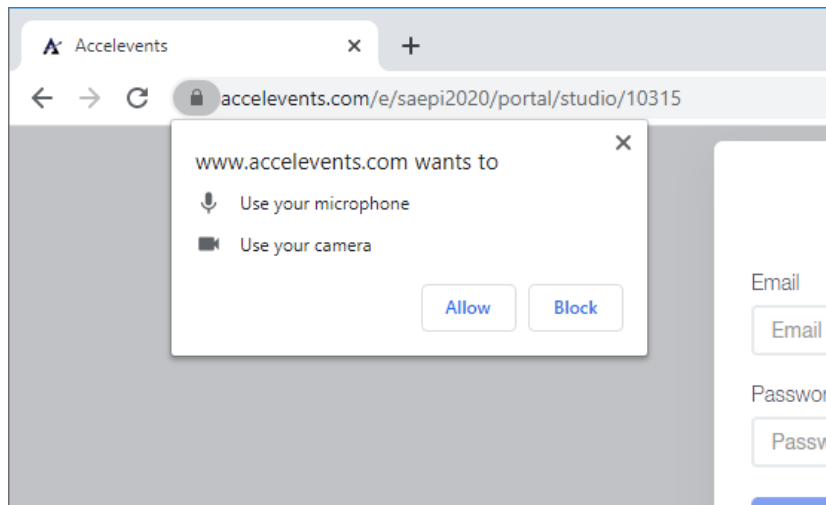
To Allow Screen Recording (Mac users):

- Navigate to System Preferences, click the "Security and Privacy" icon and then choose "Screen Recording" on the sidebar

- At the Screen Recording section click the box next to Google Chrome to allow screen sharing for the Accelevents Studio. You may need to click the unlock icon in the bottom-left
- Next, click "Quit Now". You will not be able to screen share until you quit and restart Google Chrome



Enable the camera and microphone in your browser:



If you have enabled your camera, and you have more than one connected to your computer, you'll need to specify the camera that Chrome will use by default.

- Navigate to Chrome settings by clicking on the three vertical dots to the far right of the URL bar.
- In the settings page, search settings bar - look for the word "camera, then click on " site settings."
- Scroll down and click camera settings.
- Click on the drop-down arrow for menu options and select your preferred camera device.

NOTE: *If there is only one option when you click the menu, then your computer has only one camera attached.*

You will need to have the below equipment to allow you to present:

- A device (PC, tablet, or phone) that is compatible with the supported system requirements
- Microphone and Speakers (built-in or add-on, or headphones with built-in microphone)
- Webcam

Hint: While mobile phones and tablets are supported, we strongly recommend using the Acelevents Studio on a PC as the platform accommodates better in medium-sized or large-sized screens. This will provide the most optimal user experience

Bandwidth Requirements

[Click here to test your internet speed](#)

- Audio
 - 54 kbps up and down
- Screen Sharing
 - 1.2 mbps up (when presenting) and down (when viewing) for high quality. This adapts as low as 320 kbps based on network conditions.

Hint: Up and down bandwidth adapts lower based on network conditions.

Network Connection Settings For The Studio - Firewalls & VPN

Accelevents stores data in AWS and uses dynamic IP addresses under the domain ***accelevents.com**. If you are using a firewall, antivirus, or VPN, you may need to whitelist the following:

Domains:

*.[voxeet.com](#)

chime.aws

*.chime.aws

*.[amazonaws.com](#)

*.[tokbox.com](#)

*.[opentok.com](#)

IP: 99.77.128.0/18

Ports:

TCP 443

UDP 20000-65000

UDP 3478

Email Domain:

@accelevents.com with IP 168.245.32.123

Supported Devices, Browsers, Operational Systems (OS)

Windows 8.1 or 10 | 32-bit and 64-bit

- Google Chrome (latest version)*
- Mozilla Firefox (latest version)
- Microsoft Edge (latest version)

Hint: It's necessary to grant the browser permission to access your webcam and microphone.

MacOS OS X 10.11 and later

- Safari 10 or later*
- Google Chrome (latest version)
- Mozilla Firefox (latest version)

Hint: It may be necessary to grant the browser permission to run the screen sharing application.

Android OS 4.0 or later

- Google Chrome (latest version)
- Tablet and phone devices are supported
- Some features are not available on devices without Bluetooth, telephony, or Wi-Fi
- Kindle Fire tablets are currently not supported

iOS 10.0 and later

- Safari (latest version)*
- Google Chrome (latest version)
- Mozilla Firefox (latest version)
- Tablet and phone devices are supported

If you are trying to access the Studio through an iPhone or iPad, it may be necessary to adjust some settings in the Apps area of your mobile device. You can learn more about this in our [Using an iPad in the studio](#) tutorial.