



Having trouble during your QuaQua meeting?

We've got you covered with these tips & tricks



Try this first!



Refresh your page with the following combinations on your keyboard:

F5 = Soft refresh

or

Ctrl **↑** **R** = Hard refresh

I want to say something during the meeting

- >> Ask the floor by clicking on the microphone button
- >> Or simply use the space bar on your keyboard
- ⚠ Don't forget to turn off your microphone when you're done speaking

I'm experiencing poor sound/image quality (e.g. Echo)

- >> Always use a headset with microphone
- >> Close all other applications & programs
- >> Connect via LAN if possible
- >> Reduce the number of simultaneous video streams in the settings



Minimum n° of streams = n° of active speakers + n° of chairpersons

People can't hear me



- >> Always use a headset with microphone
- >> Check if everything is plugged in correctly

I can't hear the interpreter

- >> Check if the language is marked green in the online interpreters list
- >> Choose your preferred language with the arrow next to FLOOR
- >> Adjust the balance between interpretation & floor via the DUB button



Still no interpretation? - Signal the interpreter via the chat tab

Still experiencing difficulties?

- >> Sign out via the  icon and sign in again via the meeting link



Let us know on info@quaquameeting.com so we can keep this guide up-to-date for all users.



QuaQua

