



Virtual Chair's Online Venue for ICWSM:

Troubleshooting Guide

We want your experience to be as good as technology will allow! If your equipment isn't functioning correctly, you can view information on [common AV issues here](#). Any ongoing or unresolved issues should be signaled to support@gather.town for direct assistance.

In general **a refresh of your browser url can fix most issues** you might occur!

For navigation issues - here are a few common settings that may need to be adjusted
Check your settings for the following things:

Use Smooth Movement

Enable smoother player movement. Disabling this may improve performance.



Auto Idle Muting

Automatically mute audio and video while away from the tab



Use HD Video Quality

Always makes videos HD when possible. Disabling this may improve performance.

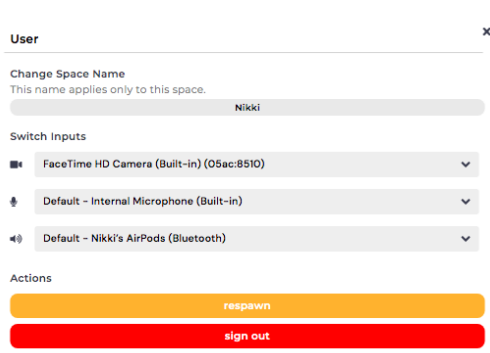
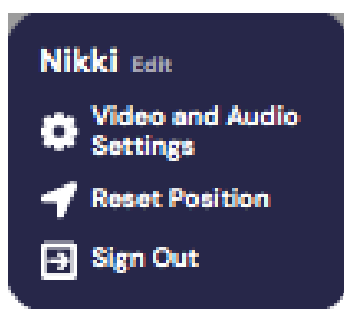


- Disabling smooth movement might improve performance if you feel like you have issues navigating your avatar. Also make sure to not be zoomed out too much (we recommend between 80-110%)
- Auto Idle Muting will mute you whenever you are in a different tab. Disable to stay constantly available within gather.
- Using HD video quality means you have a great video experience but if you experience bandwidth issues, we recommend disabling it.

For AV issues - here are a few common settings that may need to be adjusted:

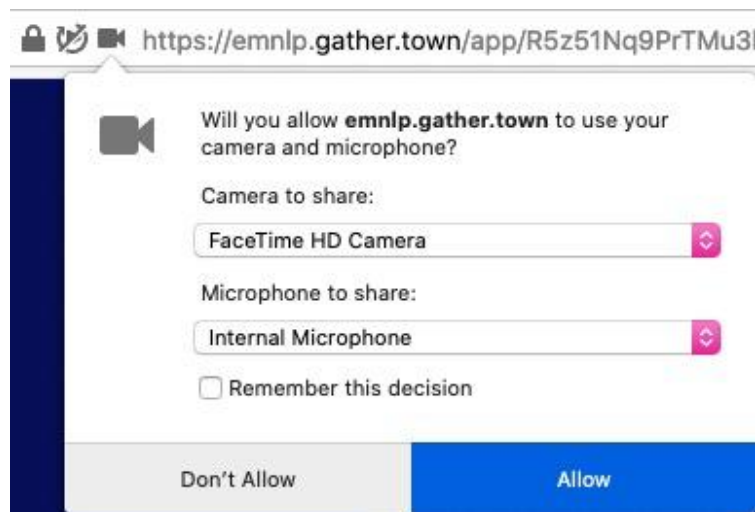
When you first log in to the venue, you are prompted to authorize gather.town to access your camera and microphone. If you skip or do NOT authorize this, or your AV is not functioning properly, check the following settings on your computer:

- Clicking on your Name on the bottom menu bar will allow you to view which audiovisual tools you are currently using (note that you will not be able to modify your name here, which for security reasons is that used on your event registration).

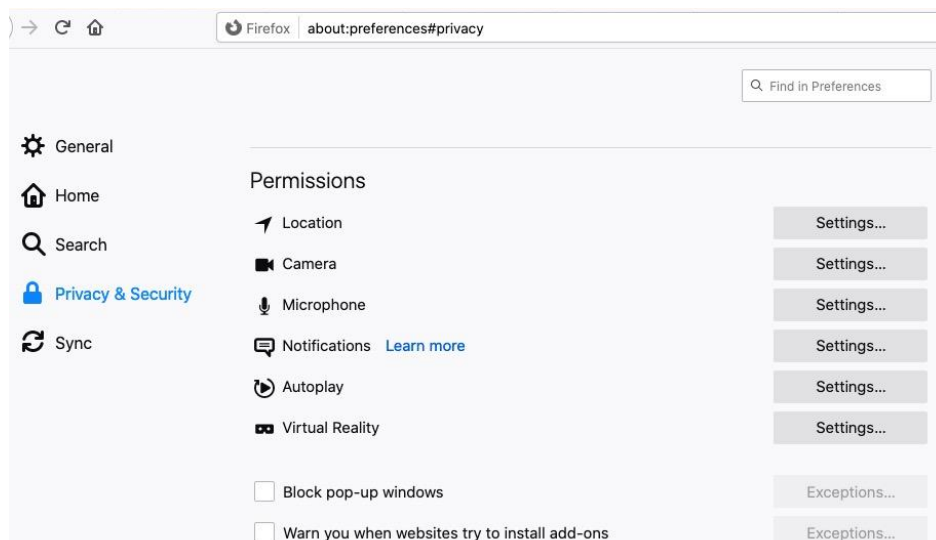


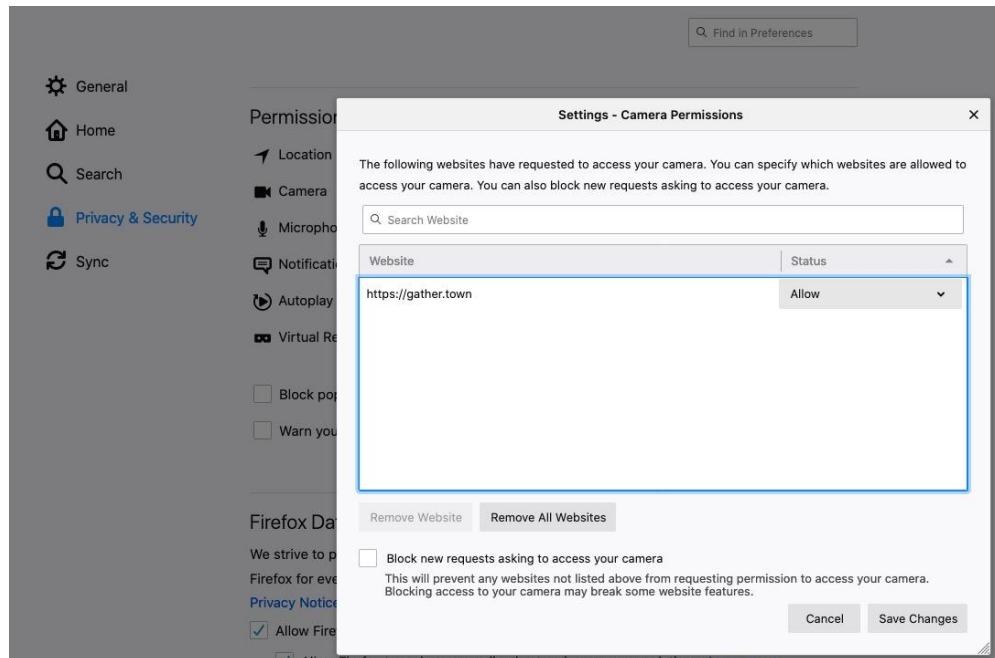
- If your video or microphone is still not functioning, you can open your browser's settings and ensure that you have given permission to the site gather.town to access these tools.

In **Firefox**, you'll see these permissions by clicking directly in your address bar here:

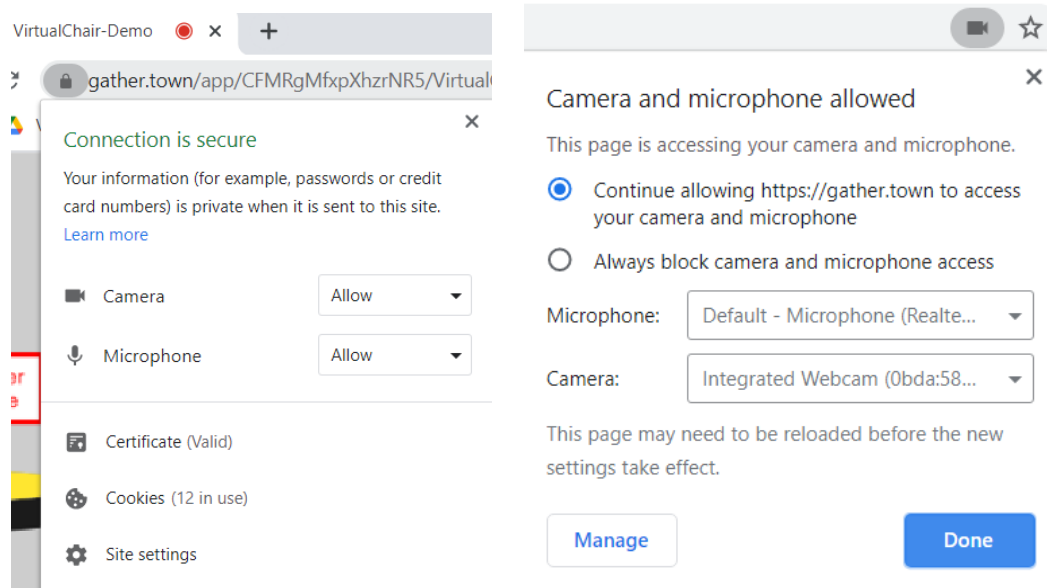


Or you may need to authorize access by opening the **Firefox** settings menu here:

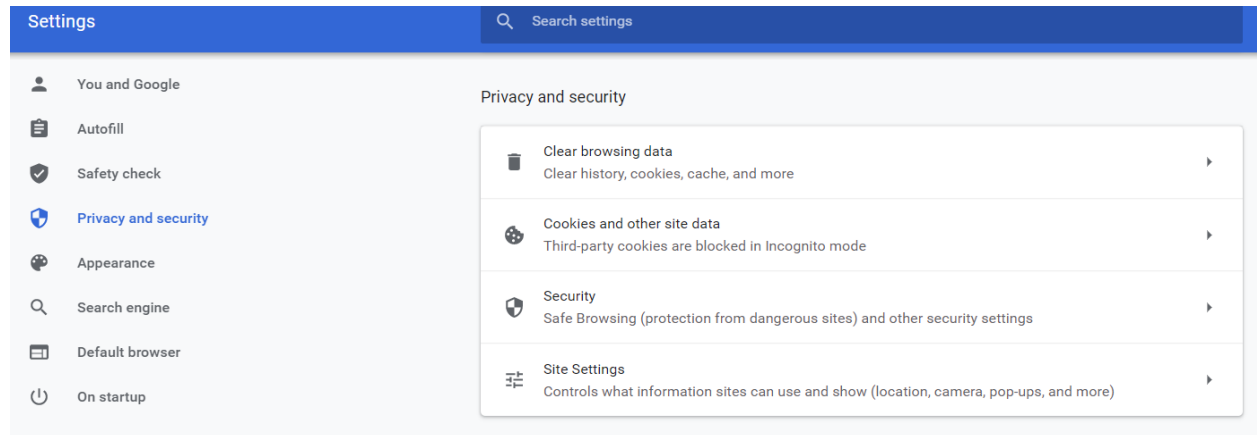




In **Chrome**, you'll see these permissions on the left and right sides of your address bar:



Or you may need to authorize access by opening **Chrome's** settings menu here:



- If you're having bandwidth issues, try turning off your or others videos by clicking on the video camera icon superimposed on the video (it won't impact the views of others). Similarly, if someone's background noise is disturbing you, you can mute them (again without impacting whether others can hear them).