



BigMarker Attendee Troubleshooting Guide

At BigMarker, we're committed to helping you make the most of your virtual event. Below are some of our most commonly seen technical issues and troubleshooting tips for each one. If you're still experiencing issues after taking these steps, please contact your event host or support@bigmarker.com.

What are the system requirements to enter a virtual event or webinar on BigMarker?

Many technical issues stem from failing to meet BigMarker's system or hardware requirements, so please review these requirements when troubleshooting your problem. Before logging into your event, conduct a [system check](#) and test your hardware.

BigMarker System Check

Running System Check...

✔ **High internet speed** Troubleshoot
73.36 mbps download, 16.96 mbps upload - looks good!

✔ **Network Firewall Check** Troubleshoot
Network connection looks good! You should have no trouble connecting to the webinar.

✔ **Operating System** Troubleshoot
Mac OS X - looks good!

⚠ **Chrome browser out of date.** Troubleshoot
Chrome v.88.0

Test Your Audio & Video

Audio Output Test Speakers

Microphone Test Microphone

Webcam Test Webcam

[Learn more in the Help Center](#)

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If you fail the system check, follow these troubleshooting steps:

- **Browser:** Make sure you're using the latest version of Chrome, Firefox, Safari, Edge, Internet Explorer 11 (if webcast mode is enabled), Opera or iOS version (if using a mobile app).
- **Connection Speed:**
 - To join the room as an attendee, the minimum download *and* upload speed is 2Mbps. If you fail to meet this minimum, you may experience interruptions and poor audio and video during your session.
 - If you are on a slower connection, please choose webcast mode (if available).
 - If you want to share your microphone, webcams, desktop or presentations as an attendee, the optimal connection speed is 10Mbps+ download/10Mbps upload. If possible, a wired connection is much more stable and will help prevent dropped connections and interference.
- **Firewalls and Proxy:** Assumed by default is that TCP ports 80 and 443 are open. Some firewall rules only allow for TCP traffic over port 443, make sure that all traffic can pass over this port. More information is listed [here](#).
- **Operating System:** BigMarker requires the latest versions of your chosen operating system, including:
 - Windows XP, Vista, 7* or later, Mac OS X 10.6 or later, or Linux: RHEL 5.6 or later, openSUSE 11.3 or later, or Ubuntu 10.04 or later. Check your operating system [here](#).
- **Recommended Hardware:**
 - **Headset** If you're hearing an echo or experiencing problems with your microphone, use a headset or headphones.
 - **Webcam:** Most new computers come with an internal webcam. If this is true for you, you are good to go! If not, you can purchase a webcam. Some webcams even come with a built in microphone, so you may not need a headset. Also, when you look for a webcam, make sure that it is compatible with your computer.
 - **Microphone:** If you're using an external microphone, make sure that it's compatible with your device.

I can't get into the event. What should I do?

- Make sure you're using the most recent version of Chrome, Firefox, Safari or Internet Explorer.
- Disable any known firewall that may be blocking access to the event. You may need to contact your IT department to open up the necessary ports.
- If you continue to experience issues, contact your event host or support@bigmarker.com.

I'm getting a "Connection Can't Be Established" message.

- Check your Internet connection and speed [here](#).
- Switch your browser to (or install) Chrome or Firefox.
- If possible, plug into your Internet directly using an Ethernet cable (instead of WiFi)
- Try connecting from a different device.
- Disable any Chrome or Firefox extensions that might be blocking WebRTC.
- Disable any known firewall that may be blocking access to the event. You may need to contact your IT department to open up the necessary ports.

My connection is slow and choppy.

- Move closer to your router and if possible, plug directly into your internet with an ethernet connection. [Packet loss](#) is inherent in a wireless connection and directly affects audio and video quality.
- Close all your tabs, windows, or quit any other programs you are running.
- Switch Wifi networks if possible (especially if you are on a public or shared network) or ask others to log off.
- Restart your browser, computer or router. If you are getting a robotic sound, you may need to restart your computer.
- Disable or remove any browser extensions that might be blocking or slowing down your ability to connect.
- VPNs can slow down your connection or even prevent access, so turn it off if possible.
- **Switch browsers:** We recommend Chrome or Firefox.
- **Switch devices.** If you're on a mobile device, switch to a computer or laptop if possible.

- Here are other [solutions for connection issues that might cause packet loss](#).
- If you continue to have connection issues, contact your internet provider or support@bigmarker.com for additional help.

I have no sound and can't hear the presenters.

- Upon logging in with your unique access link, you will be prompted to accept the audio stream. To adjust your volume, use your device's volume controls.
- Make sure your computer microphone isn't muted, and that your speaker and headphones are working properly.
- Try refreshing the page or restarting your browser in an incognito window.
- If that doesn't work, try restarting your computer.
- You may also listen to the audio by dialing into the session on your phone.

If you have tried everything above, please click the links below:

[Click here for Windows](#) / [Click here for Mac](#)

I can't see the presenter's videos.

- If you have trouble loading videos, try refreshing your browser or opening an incognito browser. Make sure your audio is on after refreshing.
- Ensure your internet speed is passing the minimum requirements [here](#).
- Disable any known firewall that may be blocking access to the event. You may need to contact your IT department to open up the necessary ports.