

## Recommended System and Internet Requirements from Pheedloop

Unlike a traditional venue for a live event, virtual events have made laptops, tablets, smartphones, and more the venue! With so many options for hardware and software to choose from, along with the connectivity that goes along with them, we have a few recommendations for event planners and attendees to help them achieve the best performance when using PheedLoop's tech.

### Optimal Setup

A general rule of thumb is that any modern browser and high-speed internet connection is all that's really needed to run PheedLoop itself. **The best setup we've found is using Google Chrome on a laptop or desktop machine, with an internet connection offering at least 25 Mbps download speed.**

### Supported Browsers

Any major, modern browser is supported. This includes Google Chrome, Mozilla Firefox, Apple Safari, and even Microsoft Edge. We cannot guarantee the same if a third-party integration is being used in PheedLoop, but we've rarely found browser incompatibility issues if a modern version of any of the aforementioned browsers is being used.

***Note that Internet Explorer is not a supported browser due to it being incompatible with modern web performance and security standards***

### Device Types

PheedLoop's virtual event system is best experienced on a laptop or desktop device, though it is responsive and compatible with tablets and smartphones. Tablets and smartphones are best suited for view-only experiences, as PheedLoop relies on several technologies that are best compatible with full browsers (e.g. video chats through PheedLoop Meet). As a point of reference, our statistics show that 95% of virtual event attendees use laptop or desktop devices. If you are using the Zoom integration, it is currently not compatible with mobile devices and you may need to view the sessions using the Zoom mobile app (Zoom has said a future update to their software will better support mobile devices).

## Troubleshooting

### What if the live session doesn't load?

We have found that most issues viewing the sessions can be solved by doing a hard refresh (CTRL + F5 on windows). If that doesn't work, click on the gray bar beneath the video screen that says "Experiencing Issues? Click Here for Additional Live Stream Options" OR click the "LIVE SUPPORT" or "send message" box in the bottom left corner.

### I can't hear anything!

You will need to click the prompt to allow your computer audio for the sessions. You may need to click on the "lock" icon to the left of the URL in your browser to give it permission to use your computer's speakers.

Everybody has different browser configurations and network settings/restrictions which, in extreme cases, may warrant trying a different browser and/or network just to have a clean environment to engage with PheedLoop through. In case something isn't working, to isolate the root cause, we often suggest trying:

1. Private/incognito window in your browser
2. Different browser (see Supported Browsers above)
3. Disabling any operating system level VPNs or firewalls which may be blocking a specific website
4. Different network
5. Different computer

For technical support before the conference, email [info@qcsummitrx.org](mailto:info@qcsummitrx.org). During the conference, if you continue to experience an issue after trying these options, please get in touch with us using the Support Chat feature located in the lower left of the screen.

### Minimum System Requirements

**Processor: 1 GHz | Hard Drive: 32 GB | Memory (RAM): 1 GB | Sound card w/speakers | Internet Access: 25 Mbps download**

### Supported Browsers

**Latest Chrome Version | Latest Firefox Version | Latest Edge Version | Latest Safari Version**