

So you're on a zFairs site and looking forward to either showing off your awesome project or looking at other awesome projects. Everything seems to be going great till you find you're not getting audio or video or someone in your room is encountering those issues.

What do you do now? How can you proceed?

Tips and Tricks to keep in mind

Use Chrome

Other browsers may work but we've found that Chrome is the most reliable and best way to go in regards to video conferencing

Close other applications

Make sure your device, just like yourself, is focused on giving you and others the best experience possible

Don't run other Video Meetings

Zoom is the biggest culprit but other softwares that are attempting to use your video feed at the same time as zFairs can cause conflicts and can stop your video from showing.

Wait Patiently

Sometimes connections can take up to a minute to fully establish between all participants. I know this might sound like a long time but a little patience can get you a long ways in this regard.

No video or audio

See what camera, microphone and speaker devices are currently being used for the meeting and adjust them to the correct / preferred ones

No audio from their mic

If it is a USB microphone, plug it into a different port and try again. If that still doesn't work try using a different microphone if possible

Not connecting to the meeting after 1 minute

Try pressing the red 'Hang up' button then rejoining again by pressing the blue 'Enter Meeting' button

Enable your mic and camera in browser settings

Check your browser to make sure that you have both the Microphone and Camera allowed for your zFairs site to use

Try a different device

Sometimes the electronic device itself can be the problem. Try logging in and joining the meeting on a different device to see if that gives you a better result