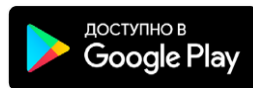# Technical recommendations for users

For viewers from a computer:

1. We suggest using the latest version of Google Chrome or Mozilla Firefox.
2. What's more, a wired connection to your internet is significantly more stable than Wi-Fi alone.
3. In case of interruption of sound or video: close any inactive tabs and unused programs. Turn off the video of the speakers, by hovering the mouse over their video box.
4. If there are audio/video problems in the workplace: switch off the corporate VPN/proxy. Alternatively, connect to the webinar (from the invitation letter or link) via the Webinar mobile app

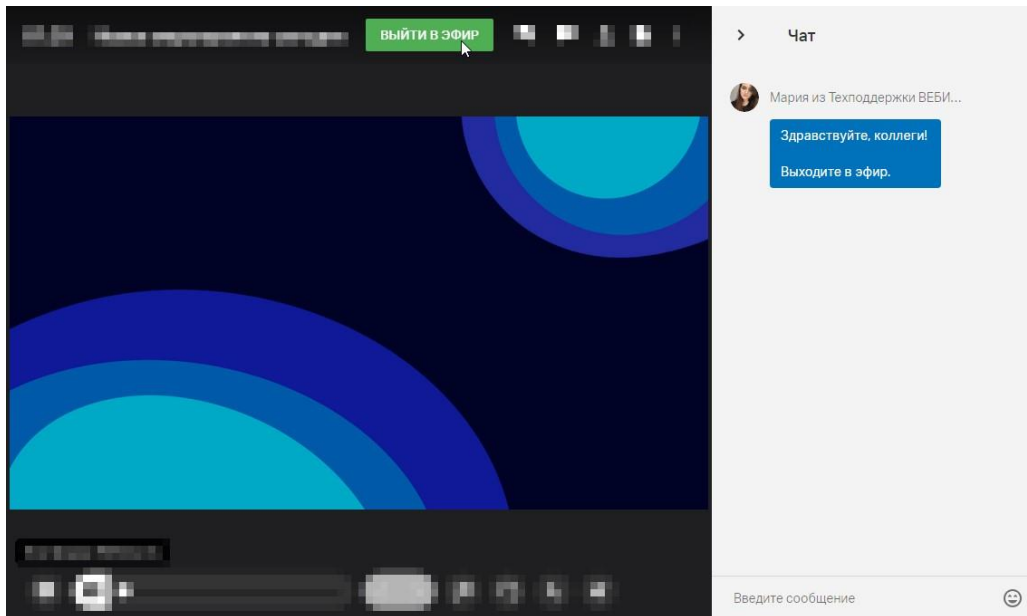## For viewers from mobile devices and tablets:

1. General instructions on entering the webinar via the mobile app are available at the link.
2. We suggest using the latest version of the Webinar mobile app. Android or iOS devices, always check for any updates to the app.
3. In case of interruption of sound or video: close other apps, check the mobile signal level or connect to Wi-Fi.
4. In case of no video: try rejoining the webinar or restarting the app by swiping the Webinar app upwards or sideways.
5. In case of no sound: check volume sliders are set to maximum (in general phone settings) and rejoin the webinar
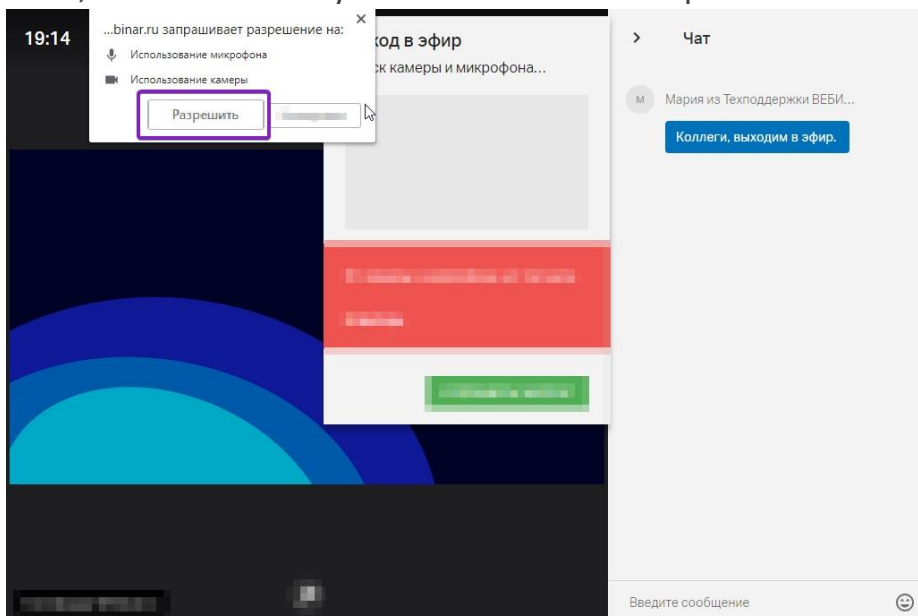
For the speakers:

1. Recommendations for browsers and actions in case of interruption of sound or video are similar.
2. How to "Go to webinar".
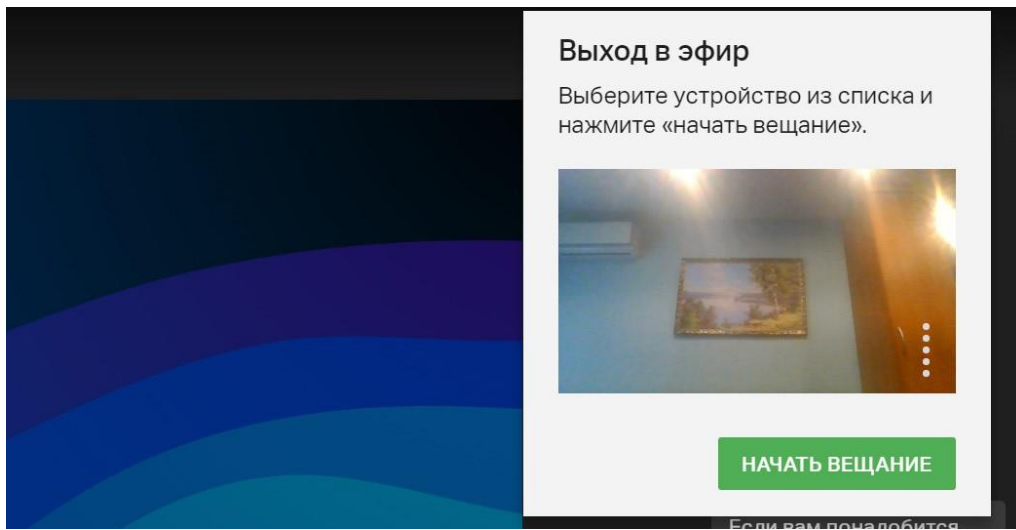

 Webinar

From a computer:

Click on the "Go to webinar" button;

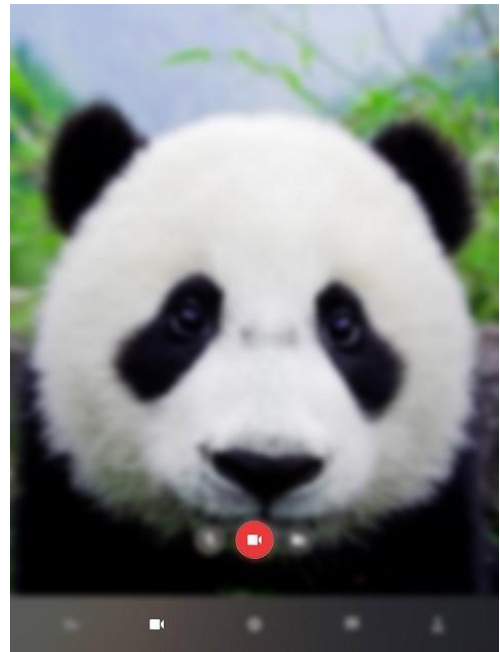Next, allow access to your camera and microphone:

You should see an image from your camera and an indication of sound functioning:

Then click on the "Send a request" or "Start broadcasting" button.
Done, you are on the air!
More instructions on how to get on the air from a computer here.

From the Webinar mobile app:

Select the "Camera" button (to the left of the Play button) on the bottom panel in the app, allow access to the camera and microphone and press "Start broadcasting".
When broadcasting begins, the color of the button will change to red:

More instructions on how to get on the air from the mobile app here.