

Handout hopin

Technical FAQ



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1. technical equipment and the appropriate web browser



To participate as a speaker, please use a technically up-to-date computer, such as:

- **PC with Windows 10**
- **iMac**
- **Laptop**
- **Macbook**

You also need a webcam and a microphone or headset.

We recommend the use of a headset. This ensures a good sound quality and prevents feedback of the sound!

Basically every modern smartphone or tablet can participate in a hopin.to event.

However, for performance reasons the above mentioned device category is recommended.

Please make sure that notebooks are connected to a power supply via power supply unit.

1. technical equipment and the appropriate web browser



Google Chrome

We recommend the web browser Google Chrome in the latest version!

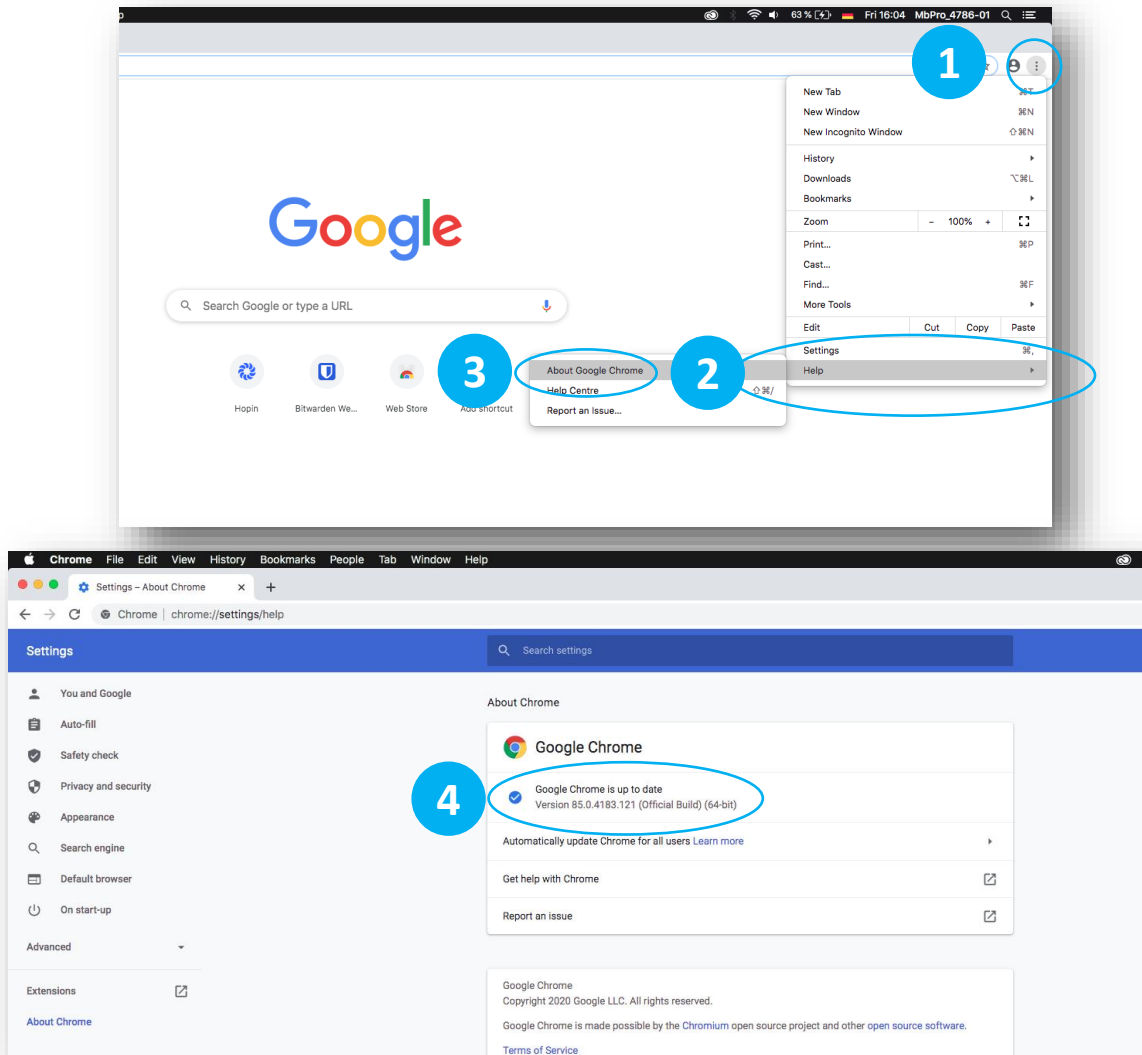
You should have an Internet connection with at least **10 Mbit/s download/upload** and **DO NOT use VPN**. Please also note the network [requirements of Hopin](#).

For Mac users:

Mac users are recommended to switch to the browser "Google Chrome" instead of the standard web browser "Safari", if there are any restrictions in operation.

Please note that Microsoft Internet Explorer is not supported!

2.1. Browser update - macOS

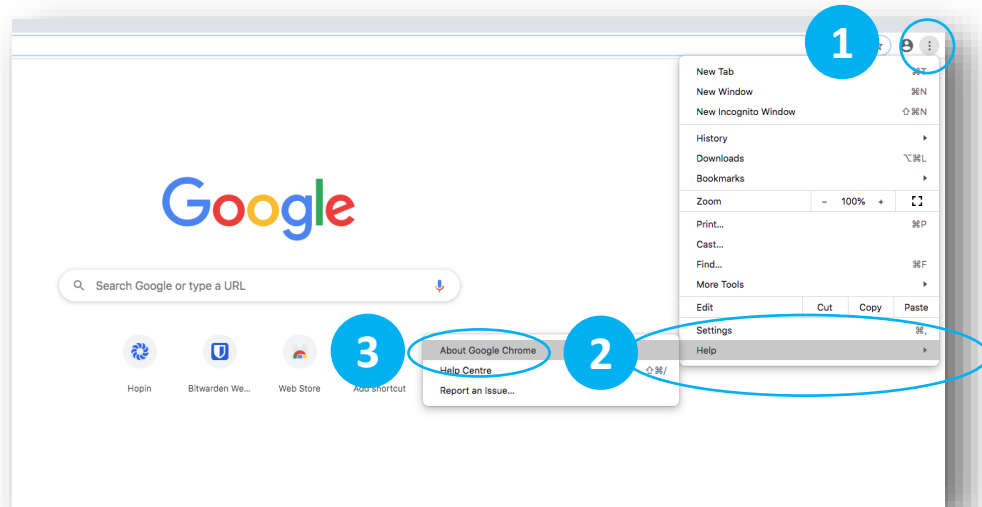


The Safari browser gets its updates automatically.

The Google Chrome browser also updates automatically. To check if your browser is up to date you have to do the following steps

- 1 Click on the three dots in the upper right corner.
- 2 Click Help in this menu.
- 3 Now click on About Google Chrome.
- 4 You should now see if your browser is installed in the latest version, if not, the update should download automatically and you only need to restart your browser after installation.

2.2. Browser update - Windows

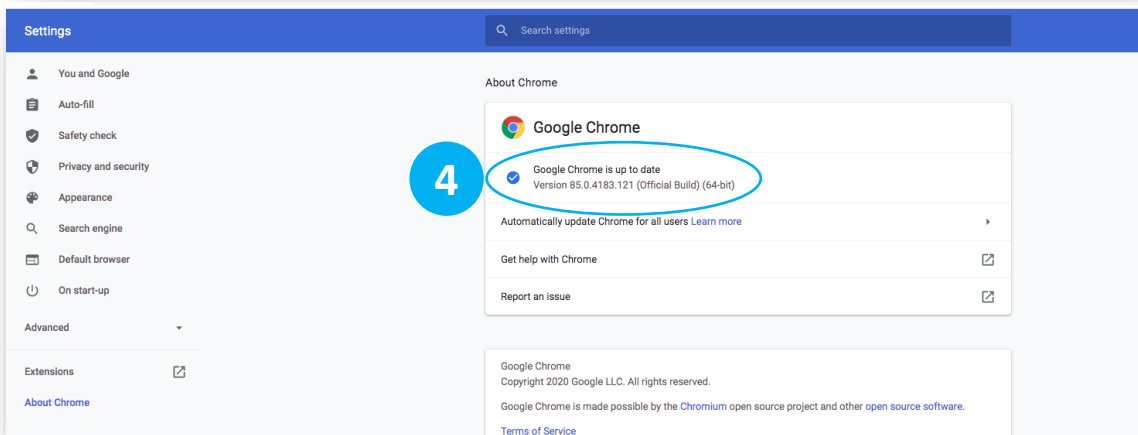


The Google Chrome Browser gets its updates automatically. To check if your browser is up to date, you need to follow these steps.

1 Click on the three dots in the upper right corner.

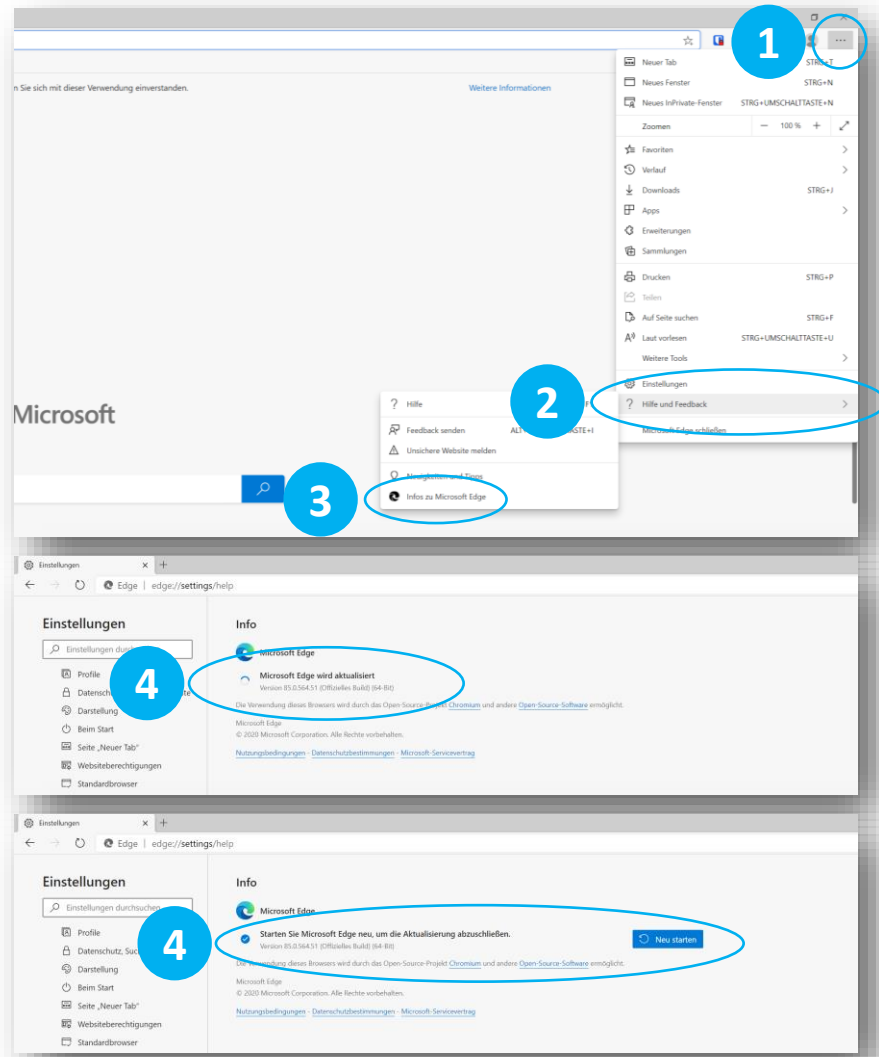
2 Click Help in this menu.

3 Now click About Google Chrome.



4 You should now see whether your browser is installed in the latest version, if not, the update should download automatically and you only need to restart your browser after installation.

2.2. Browser update - Windows



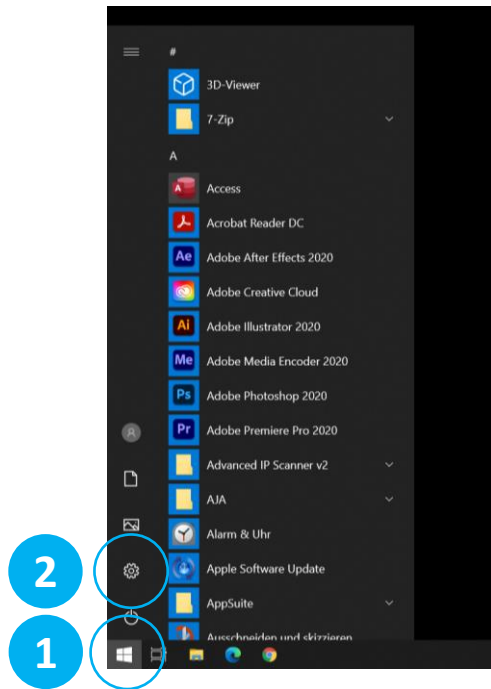
The Microsoft Edge Chromium Browser also receives its updates automatically. To check if your browser is up to date, you need to follow these steps.

- 1 Click on the three dots in the upper right corner.
- 2 Click Help and Feedback in this menu.
- 3 Now click About Microsoft Edge.

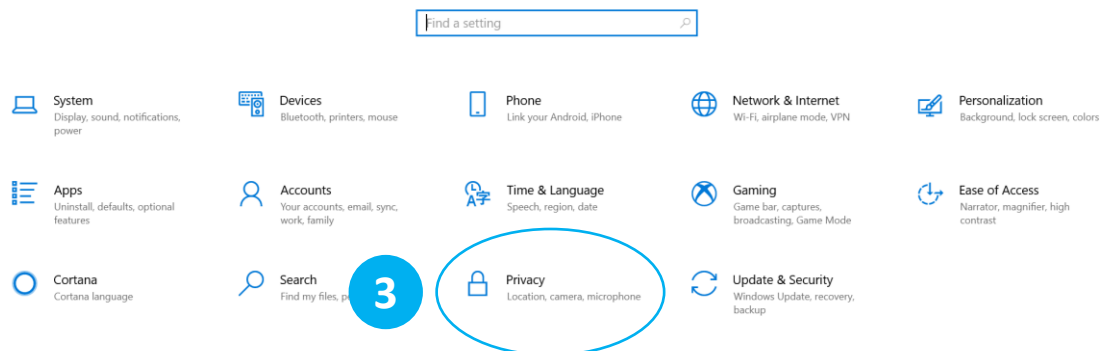
You should now see if your browser is installed in the current version, if not, the update should download automatically and you only need to restart your browser after installation.

3. access authorization for camera and microphone

Windows – Security Settings



Windows Settings



In order for your browser to access the camera of your operating system, it must be enabled. Check this with the following steps.

- 1 Click on the Windows icon in the taskbar or press the Windows key on your keyboard.
- 2 Press the settings icon.
- 3 Now click on Privacy.

3. access authorization for camera and microphone

Windows – Security Settings

Settings

Home

Find a setting

Privacy

Windows permissions

General

Speech

Inking & typing personalization

Diagnostics & feedback

Activity history

App permissions

Location

Camera

Microphone

Voice activation

Notifications

Account info

Contacts

Calendar

Phone calls

Call history

Email

Tasks

Messaging

Radios

Camera

Allow access to the camera on this device

If you allow access, people using this device will be able to choose if their apps have camera access by using the settings on this page. Denying access blocks Microsoft Store apps and most desktop apps from accessing the camera. It does not block Windows Hello.

Camera access for this device is on

Change

Allow apps to access your camera

If you allow access, you can choose which apps can access your camera by using the settings on this page. Denying access blocks apps from accessing your camera. It does not block Windows Hello.

Some desktop apps may still be able to access your camera when settings on this page are off. [Find out why](#)

Choose which Microsoft Store apps can access your camera

Turning off an app prevents it from directly accessing your camera. It does not prevent the app from accessing the camera indirectly through the Windows' Camera app. To prevent apps from also accessing the camera indirectly using the Windows' Camera app, you must also turn off access to the Camera app in the following list.

3D Viewer

Camera

Desktop App Web Viewer

Feedback Hub

Microsoft Photos

Microsoft Store

OneNote for Windows 10

Skype

Settings

Home

Find a setting

Privacy

Windows permissions

General

Speech

Inking & typing personalization

Diagnostics & feedback

Activity history

App permissions

Location

Camera

Microphone

Voice activation

Notifications

Account info

Contacts

Calendar

Phone calls

Call history

Email

Tasks

Messaging

Radios

Other devices

Background apps

App diagnostics

Automatic file downloads

Camera

your camera

Turning off an app prevents it from directly accessing your camera. It does not prevent the app from accessing the camera indirectly through the Windows' Camera app. To prevent apps from also accessing the camera indirectly using the Windows' Camera app, you must also turn off access to the Camera app in the following list.

3D Viewer

Camera

Desktop App Web Viewer

Feedback Hub

Microsoft Photos

Microsoft Store

OneNote for Windows 10

Skype

Windows Barcode Preview

Windows Search

Xbox Game Bar

Allow desktop apps to access your camera

Some apps and Windows features need to access your camera to work as intended. Turning off this setting here might limit what desktop apps and Windows can do.

Some desktop apps might not appear in the following list or are not affected by this setting. [Find out why](#)

Google Chrome

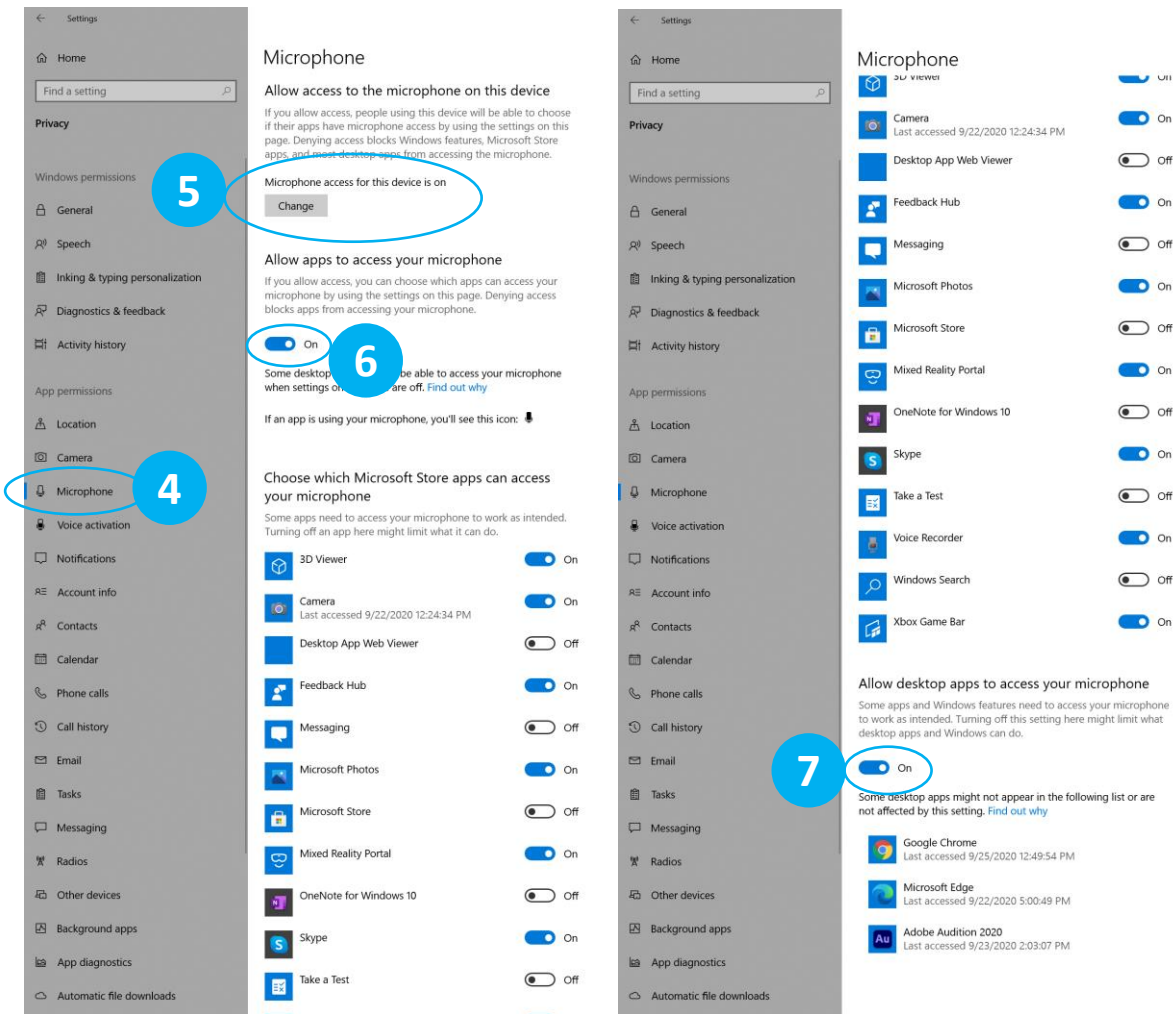
Microsoft Edge

OBS Studio

- 4 Click on Camera in the bar on the left and make sure that:
- 5 Camera access is enabled.
- 6 Apps can access their camera.
- 7 Desktop apps can access the camera

3. access authorization for camera and microphone

Windows – Security Settings



4 Click on Microphone in the bar on the left and make sure that:

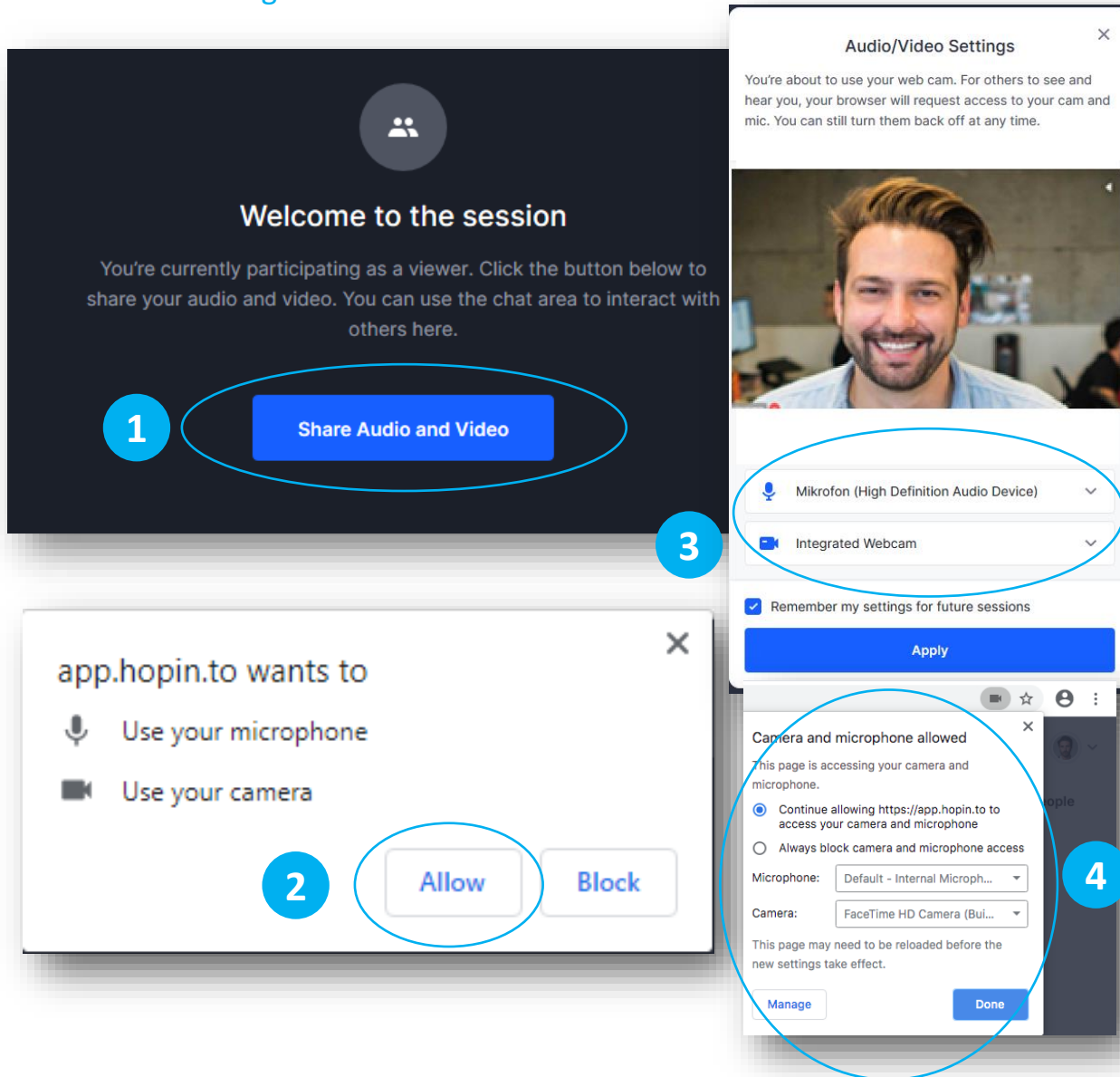
5 Microphone access is enabled.

6 Apps can access your microphone.

7 Desktop apps can access the microphone

3. access authorization for camera and microphone

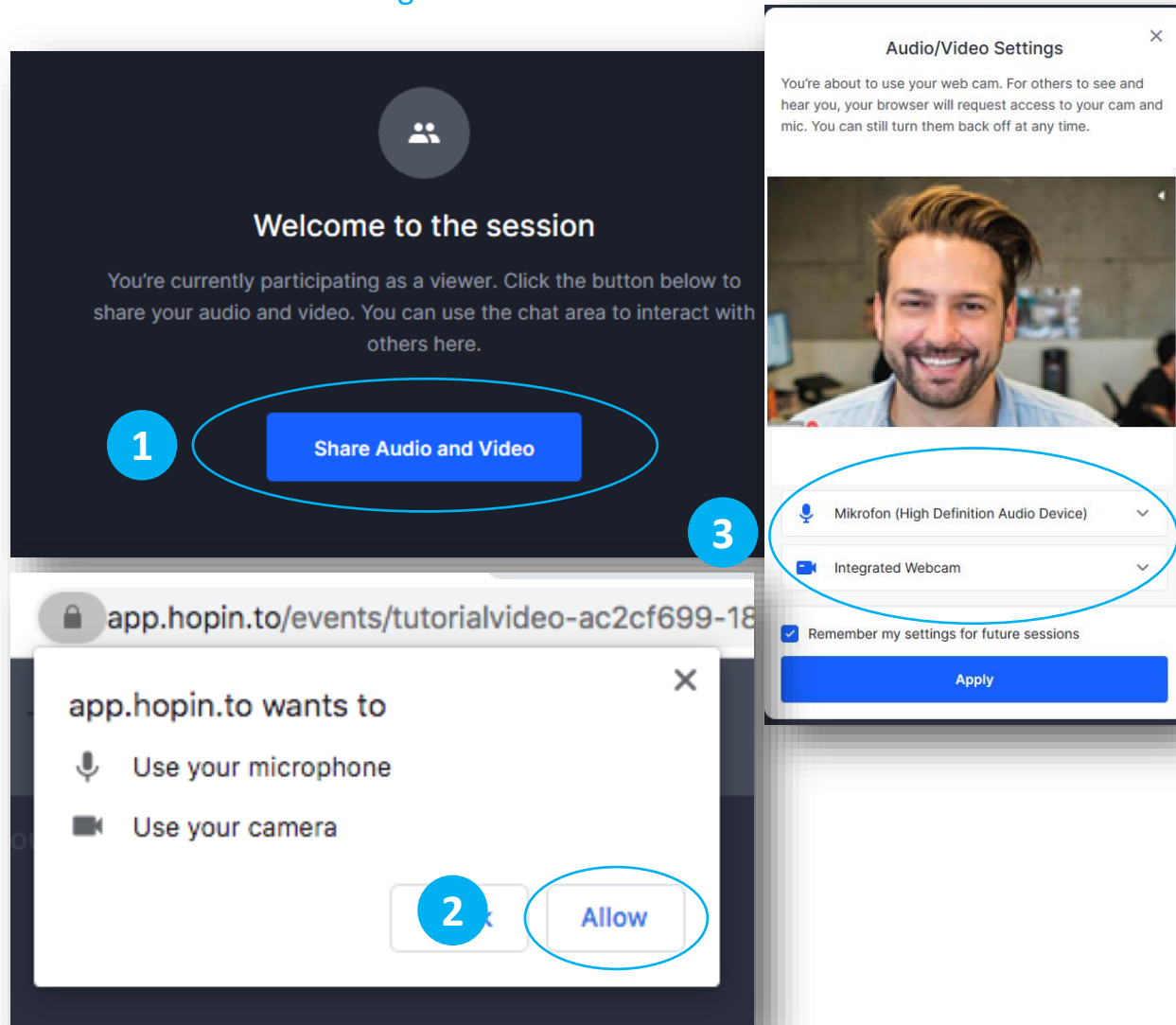
Windows – Google Chrome



- 1 To share your camera and microphone in a session or on stage, you must click Share Audio and Video.
- 2 Your browser will ask you if Hopin can use your camera and microphone. Click Allow.
- 3 Now you can select the correct camera (if you have more than one camera connected) and the correct microphone.
- 4 If you don't see the pop-up window, you can look for the camera icon in the URL bar and check if Hopin has permission to use it.

3. access authorization for camera and microphone

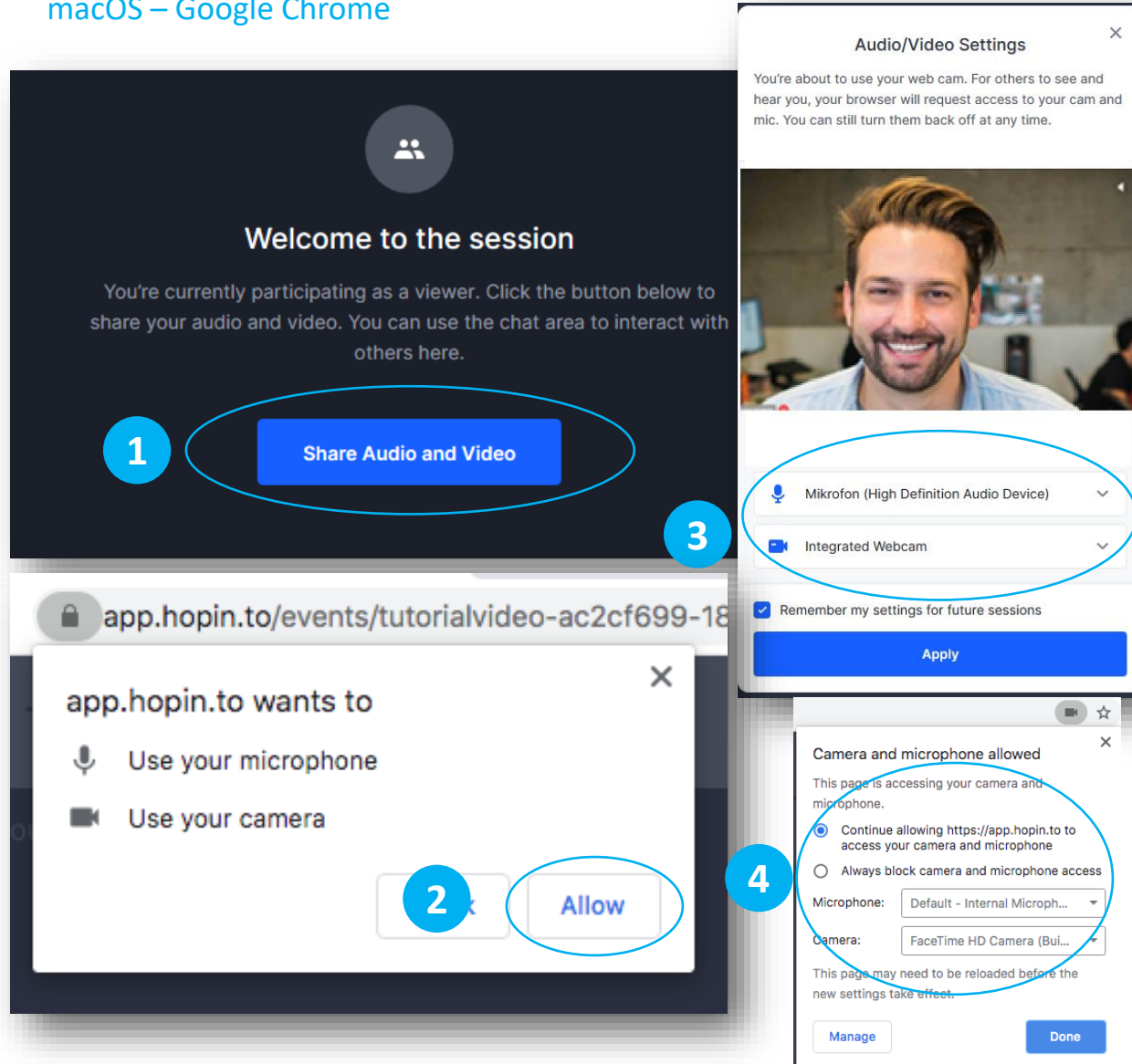
Windows – Microsoft Edge



- 1 To share your camera and microphone in a session or on stage, you must click Share Audio and Video.
- 2 Your browser will ask you if Hopin can use your camera and microphone. Click Allow.
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3. access authorization for camera and microphone

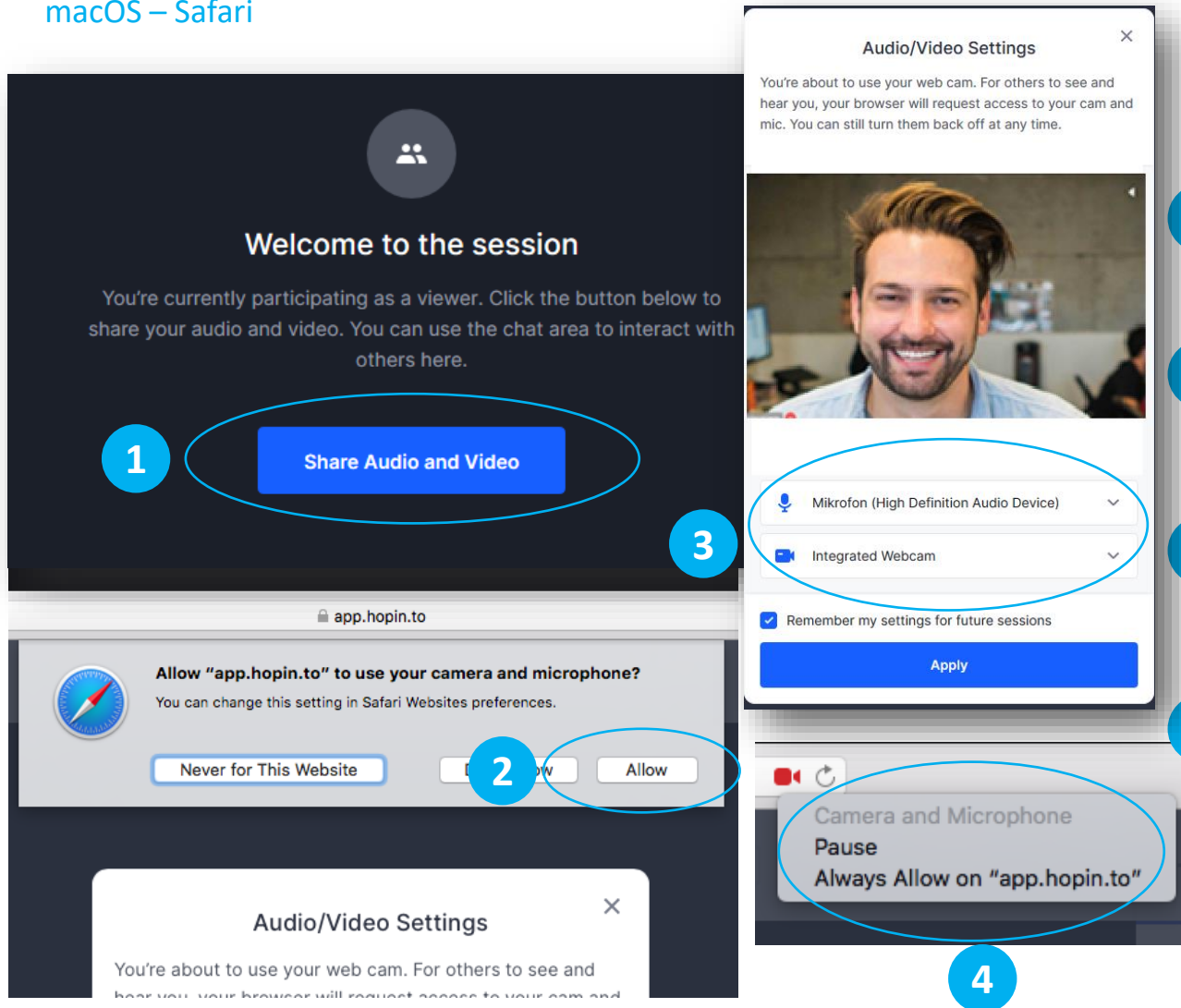
macOS – Google Chrome



- 1 To share your camera and microphone in a session or on stage, you must click Share Audio and Video.
- 2 Your browser will ask you if Hopin can use your camera and microphone. Click Allow.
- 3 Now you can select the correct camera (if you have more than one camera connected) and the correct microphone.
- 4 If you don't see the pop-up window, you can look for the camera icon in the URL bar and check if Hopin has permission to use it.

3. access authorization for camera and microphone

macOS – Safari



1 To share your camera and microphone in a session or on stage, you must click Share Audio and Video.

2 Your browser will ask you if Hopin can use your camera and microphone. Click Allow.

3 Now you can select the correct camera (if you have more than one camera connected) and the correct microphone.

4 If you don't see the pop-up window, you can look for the camera icon in the URL bar and check if Hopin has permission to use it.

4. Network Settings

Recommended preconditions:

- At least 5mbit/s download and upload speed. For an optimal Hopin experience Hopin recommends 30mbit/s download and upload speed. (for testing we recommend www.speedtest.net)
- Use wired network access if possible. WiFi and mobile data network is not recommended as it is susceptible to connection loss and speed fluctuations.
- Close all unnecessary browser tabs and windows. Close all active downloads if possible.
- Use the latest version of the Google Chrome browser !
- If you access the internet via VPN, please turn it off.
- If you are attending a Hopin event from your company, you should inform your IT department about the following settings:

<https://support.hopin.com/en/articles/4300282-network-connectivity-settings>
- Additionally you can reach the help page of Hopin by clicking this link::

<https://support.hopin.com/en/>

5. Screensharing

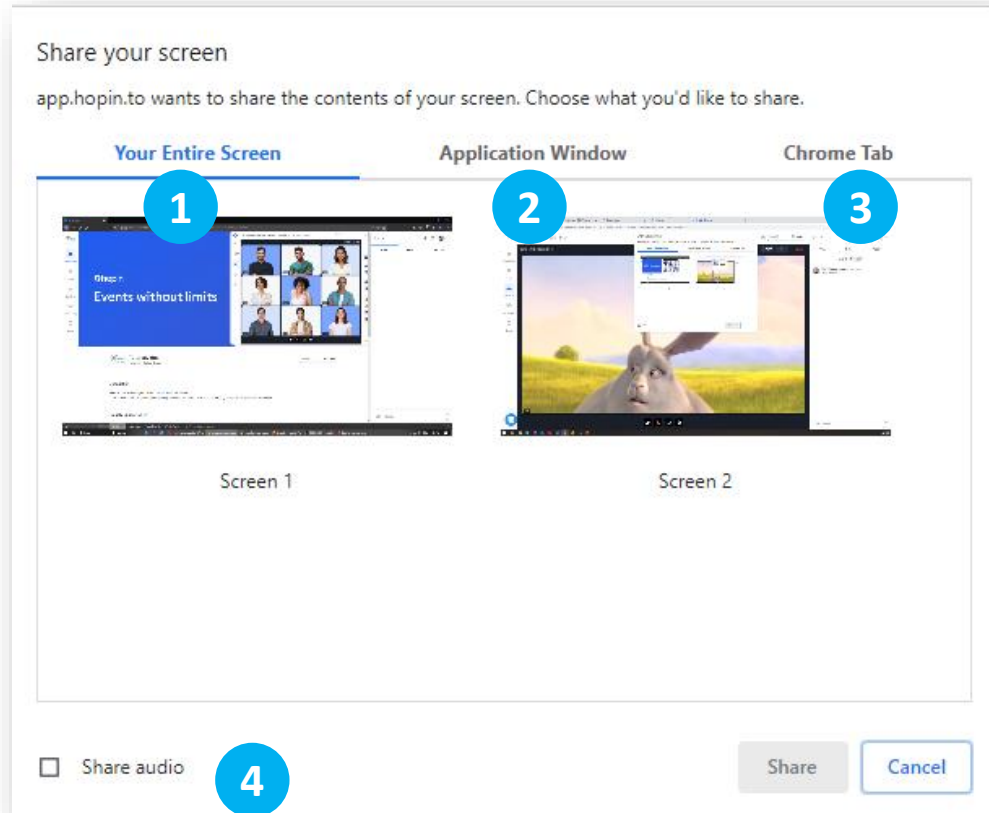
We recommend that you use a second screen to share a program or browser tab. This way you can avoid some mistakes.

If you only have one screen available and still want to share a presentation, you can open it in read-only mode and share it as an application. Then you can open the browser and see your presentation and your camera.

If possible, open the program in full screen format and do not minimize it! Otherwise it will not be displayed in the sharing window.

If you want to play a video with sound, then you must either share the entire second screen or a browser tab. If you only share the window, then no sound is transmitted. To do the latter you can open the video in .mp4 format in your browser and then share the tab with sound.

5. Screensharing



You have the following options when it comes to screensharing:

- 1 • your entire desktop
- 2 • Individual programs
- 3 • A browser window
- 4 • If you want to present content with sound, you must also share your audio.

6. Setting up your workplace

For an ideal Hopin experience we recommend:

- **good lighting of your workplace::**

Provide sufficient light so that you are clearly visible to the spectators. Too little or too much light will result in poor image quality.

- **A neutral background:**

A white wall or a monochrome background will make you stand out better. Make sure that your clothes are not the same color as the background.

- **Headphones/Microphone:**

We strongly recommend the use of a headset! If you do not have a headset available, please make sure that the volume of your speakers is kept low. Otherwise it can lead to the fact that your microphone picks up the output sound again and it comes to unwanted noise.

Thank you very much for your attention!
We wish you much pleasure at your hopin.to event.

