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

**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!
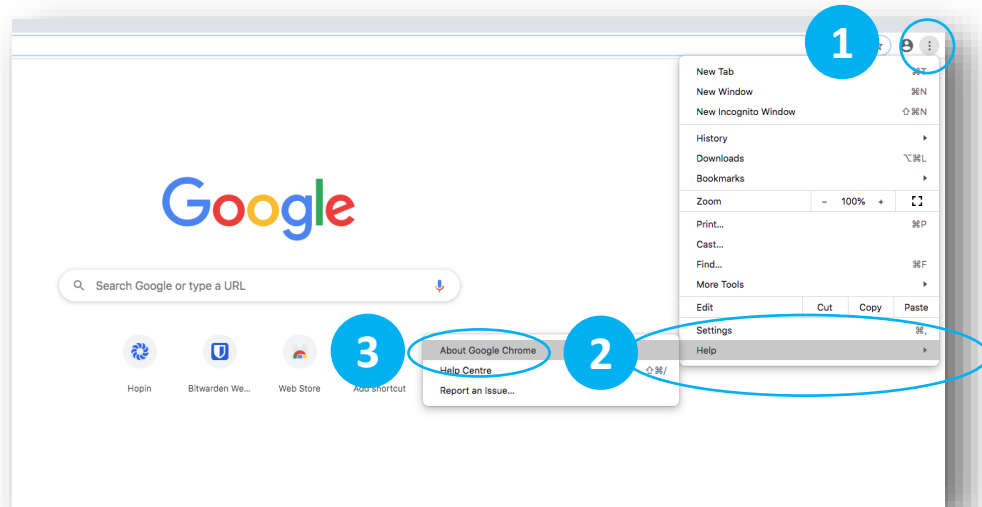
Google Chrome

2.1. Browser update - macOS
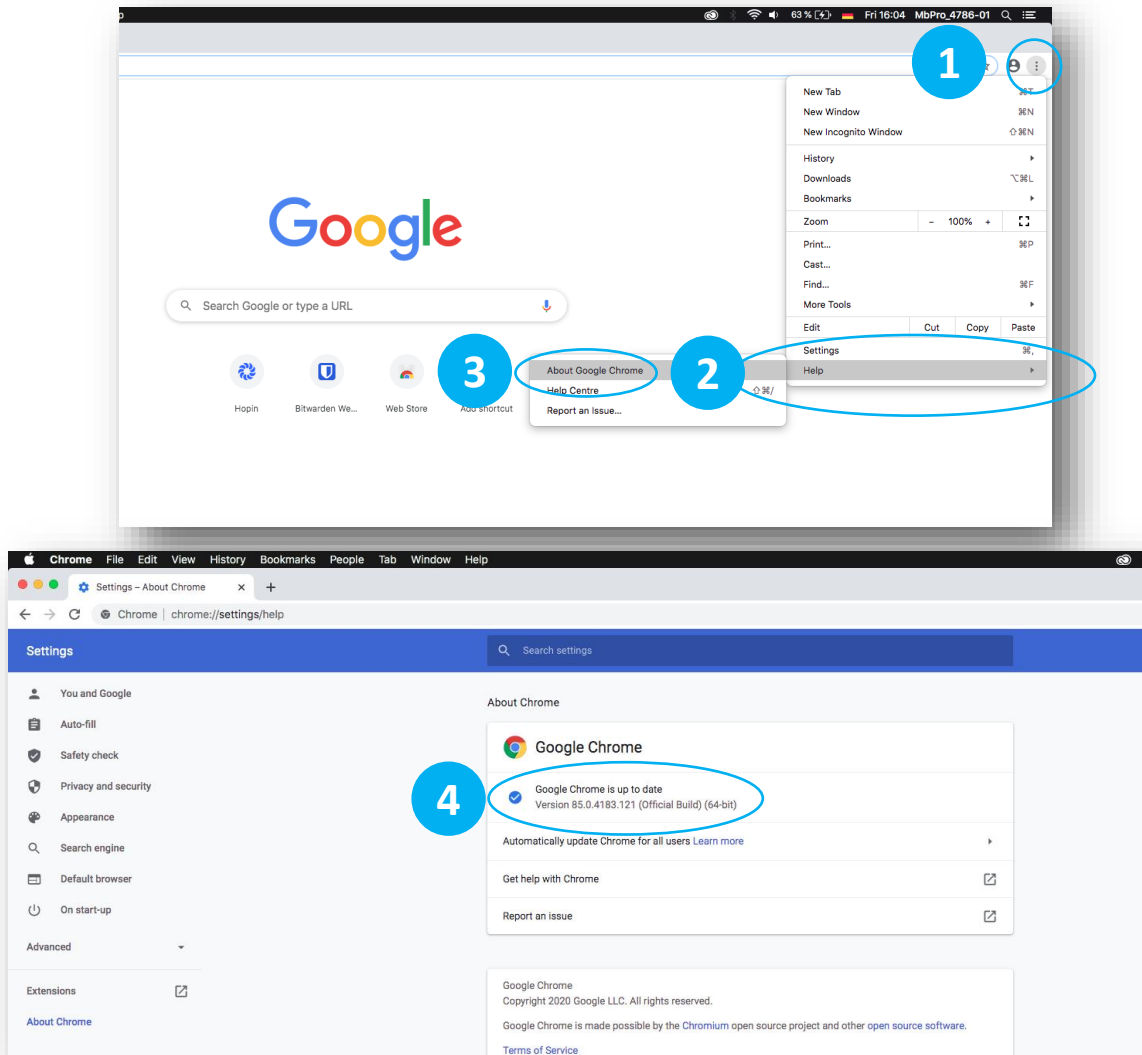
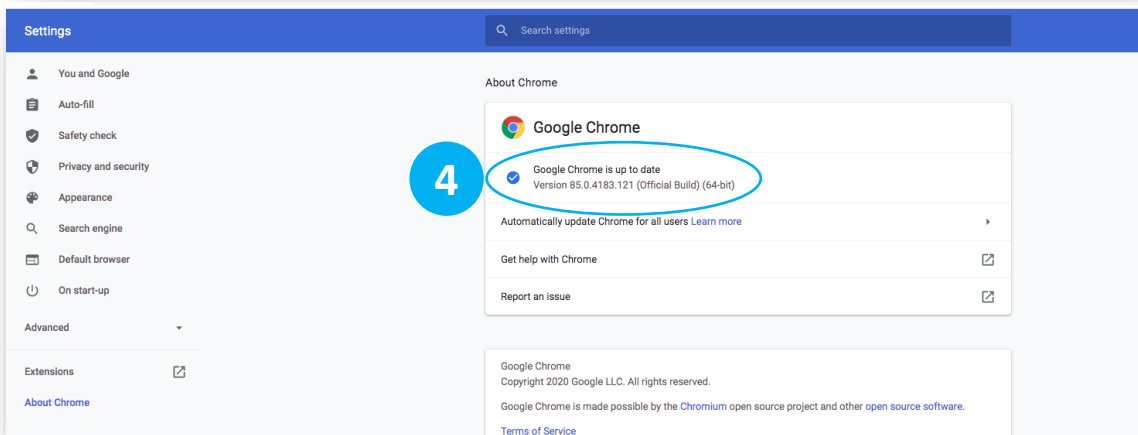The Safari browser gets its updates automatically.

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.

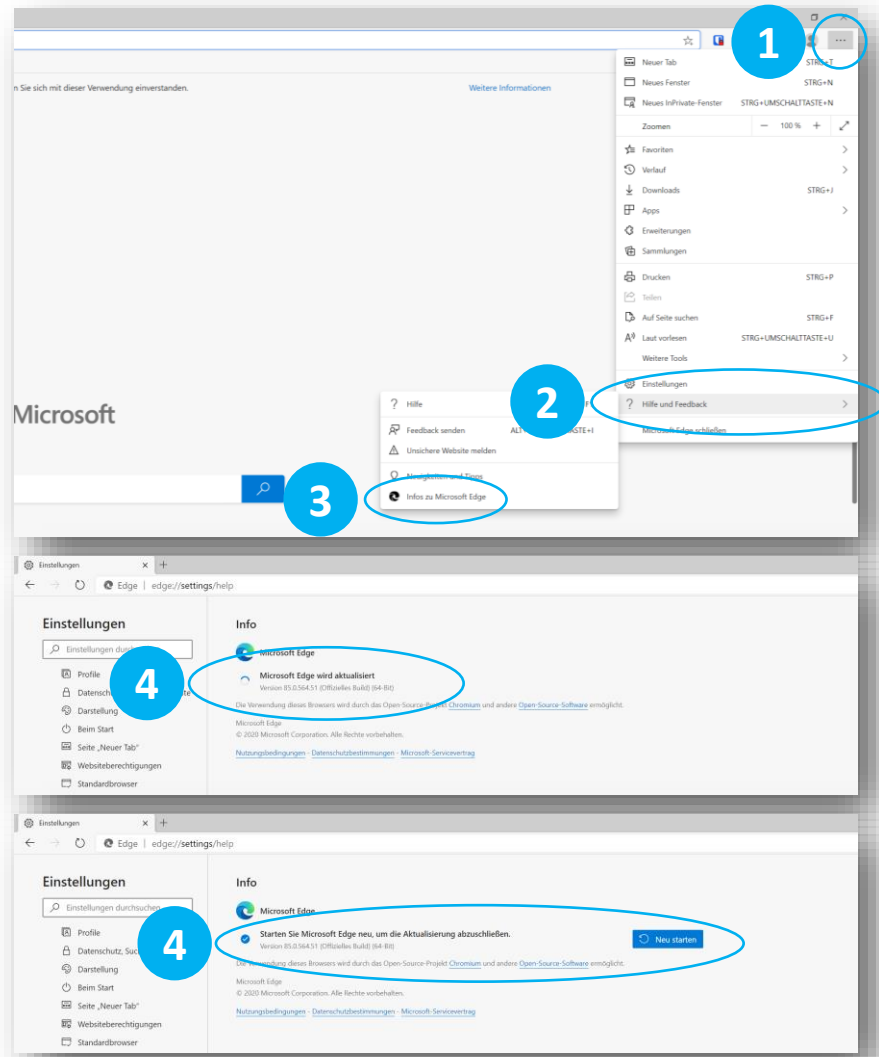**1** Click on the three dots in the upper right corner.

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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.

4 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.
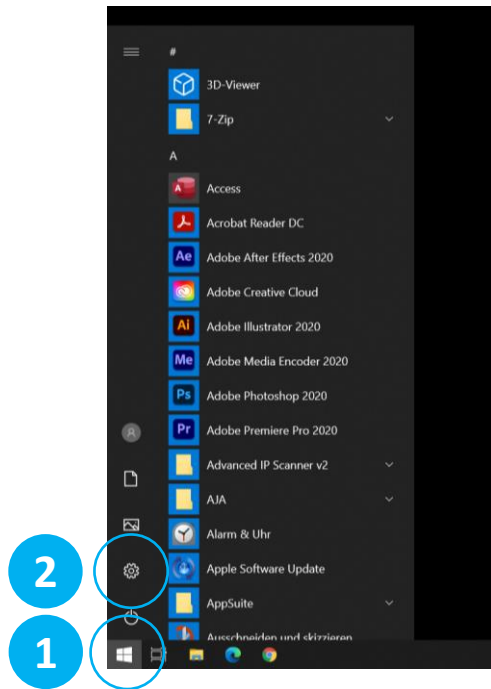
3. access authorization for camera and microphone
Windows – Security Settings
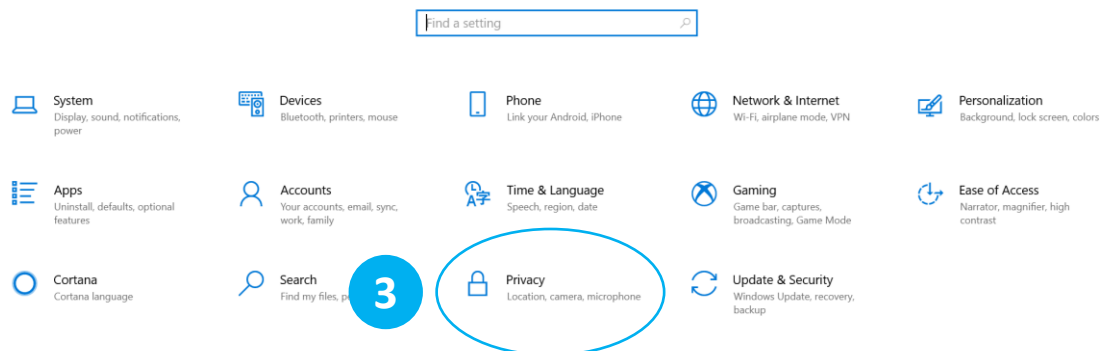
In order for your browser to access the camera of your operating system, it must be enabled. Check this with the following steps.

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

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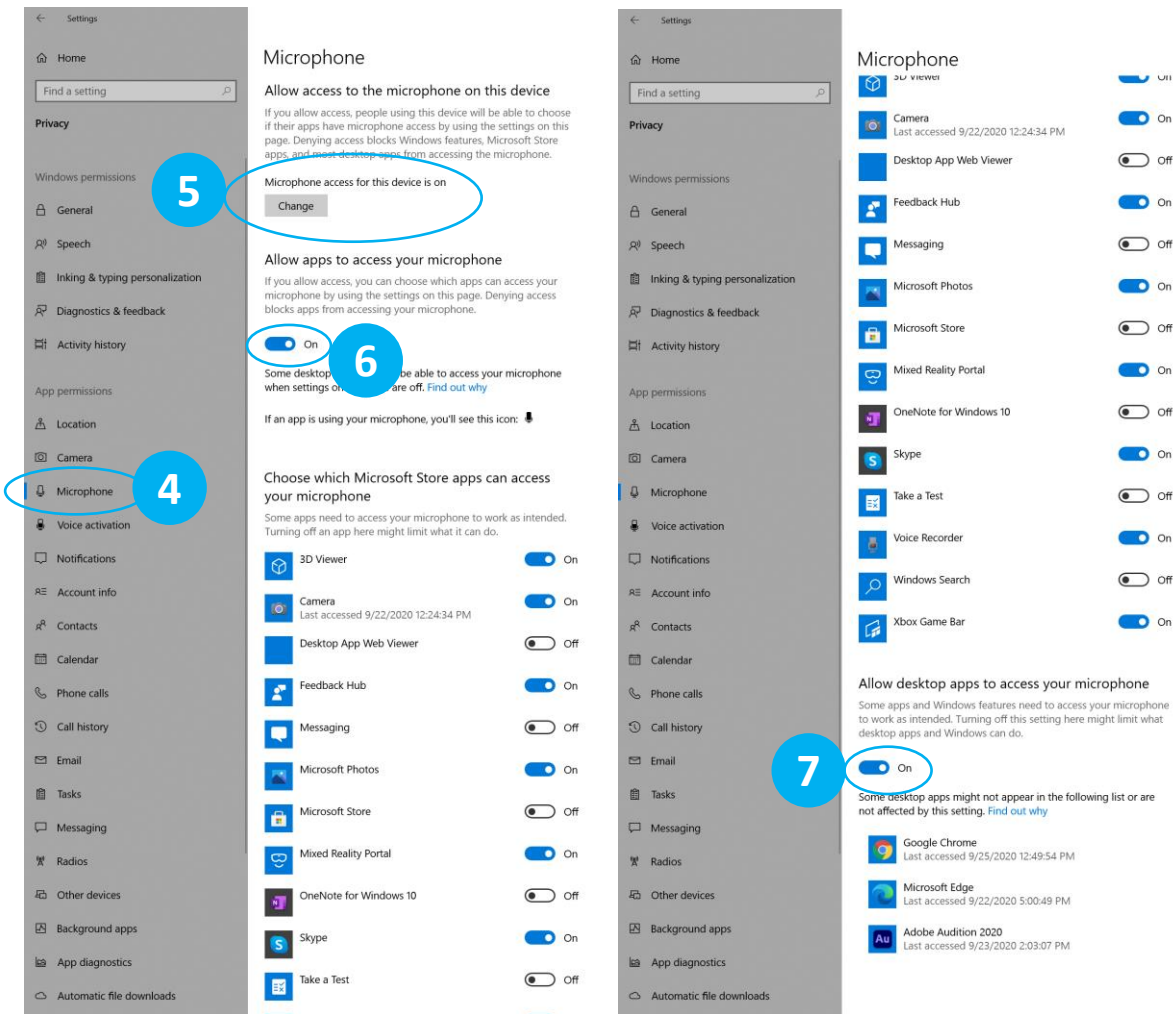
4 Click on Microphone in the bar on the left and make sure that:

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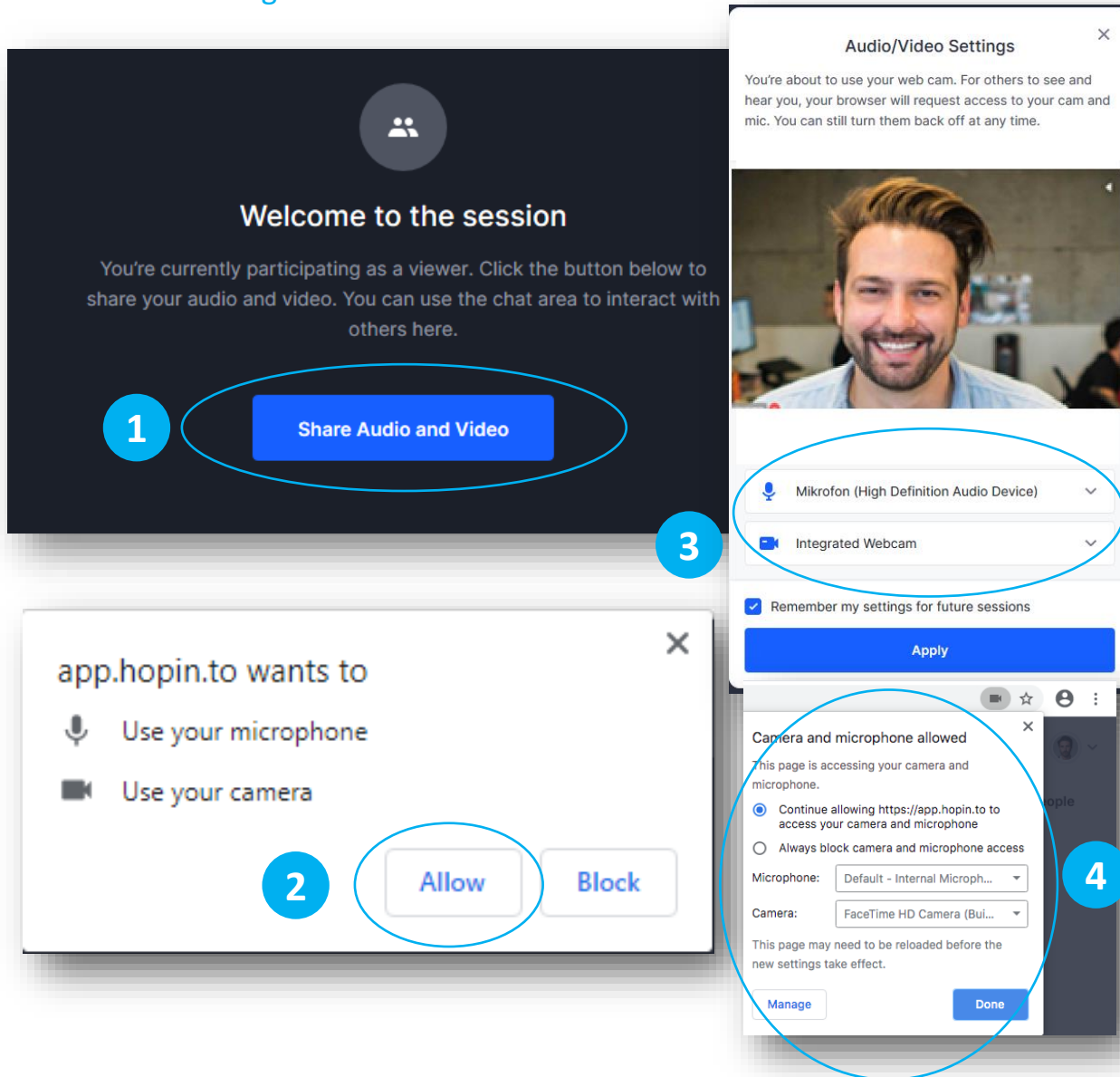
1 To share your camera and microphone in a session or on stage, you must click Share Audio and Video.

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

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macOS – Google Chrome

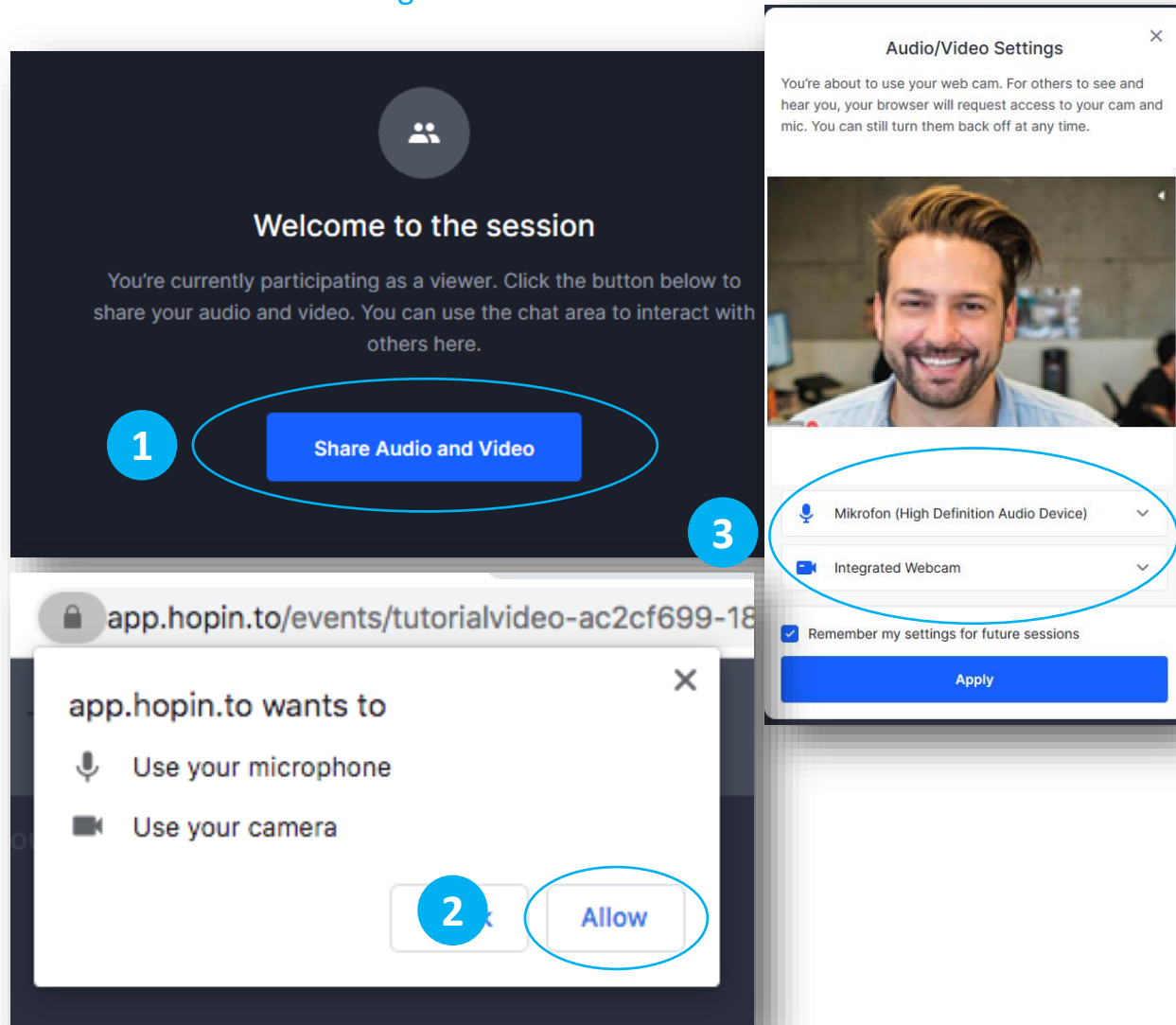To share your camera and microphone in a session or on stage, you must click Share Audio and Video.

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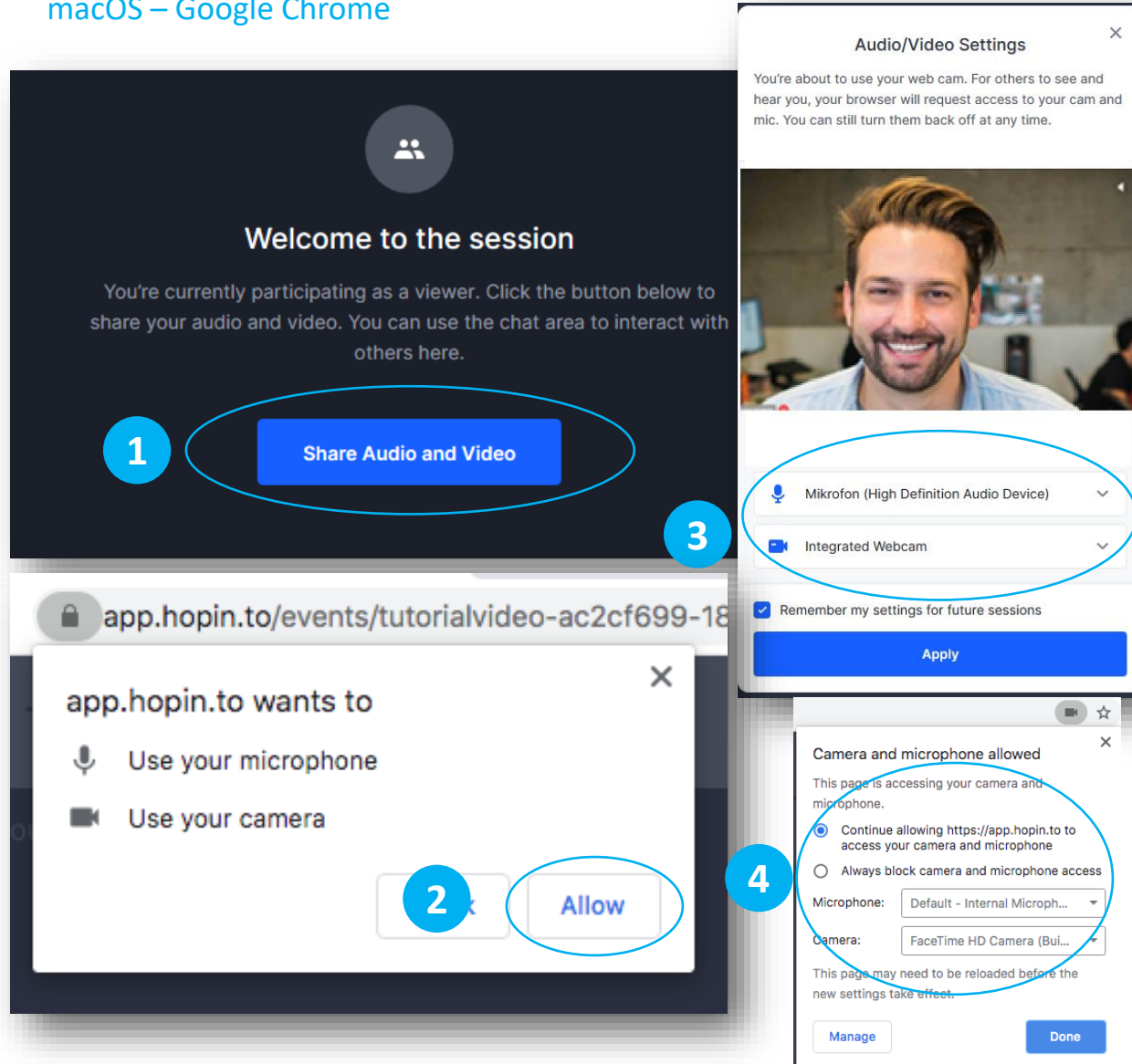
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macOS – Safari
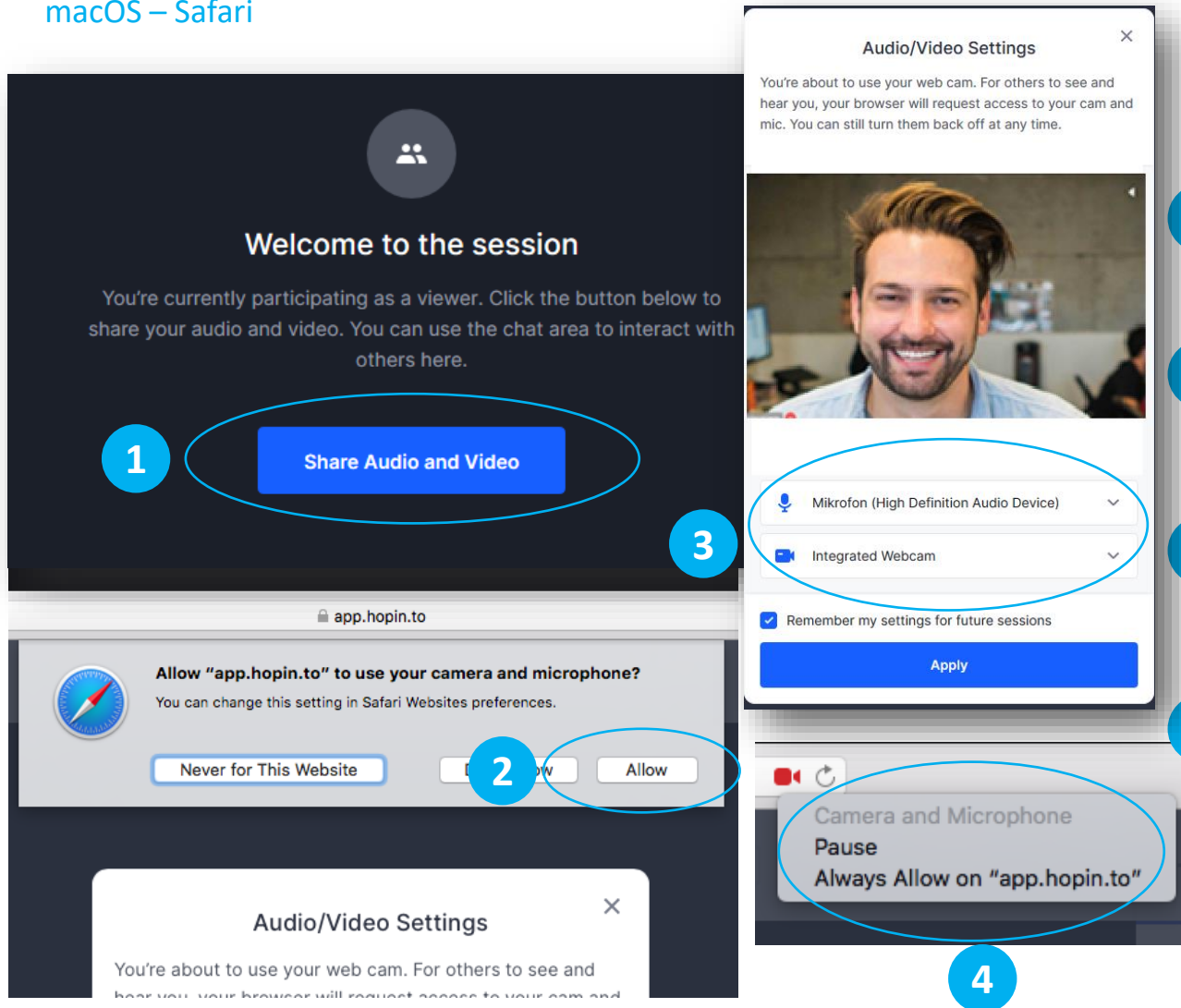
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4. Network Settings

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/
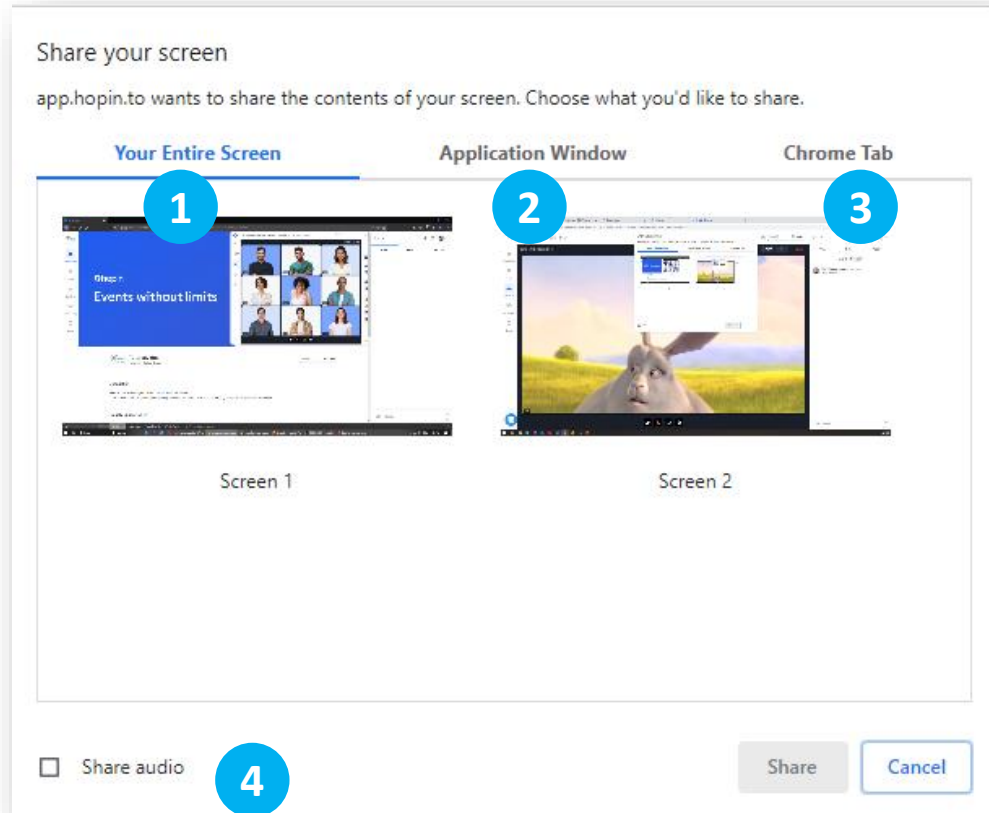
5. Screensharing

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::**

  rovide 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.