Having trouble during your QuaQua meeting?

We've got you covered with these tips & tricks

Try this first!

Refresh your page with the following combinations on your keyboard:

`F5` = Soft refresh

or

`Ctrl` `⇧` `R` = Hard refresh

I'm experiencing poor sound/image quality (e.g. Echo)

- >> Always use a headset with microphone
- >> Close all other applications & programs
- >> Connect via LAN if possible
- >> Reduce the number of simultaneous video streams in the settings

💡 Minimum n° of streams = n° of active speakers + n° of chairpersons

Participants can't hear me

- >> Always use a headset with microphone
- >> Check if everything is plugged in correctly
- >> If needed, re-enter the meeting and check your connected devices during the login process

I can't hear my booth colleague

- >> Check if a channel is marked as active in your outgoing languages
- >> Select the TEAM relais to hear your colleague, whatever the active language

💡 Still no sound? Signal your colleague via the team chat

I want to change my relais during the meeting

- >> Go to settings to choose your incoming languages (or relais)

Still experiencing difficulties?

- >> Sign out via the ➡ icon and sign in again via the meeting link

✉ Let us know on **interpreters@quaquameeting.com** so we can keep this guide up-to-date for all users.

QuaQua