
TROUBLESHOOTING

I am unable to broadcast as a presenter and I am unable to join a meeting room

This could be due to various factors, please take a look at the below.

Firstly, we recommend using Google Chrome to broadcast on the platform

1. Have you opened the Agenda and selected the agenda session you are broadcasting in?
2. Can you see the Start Broadcasting button within your session or the Meeting Room button within the Meeting Room? You should click on this to get started. If you cannot see this please contact the event organizer.
3. After you have clicked Start Broadcasting, you should see a pop up on the top left hand side of your Google Chrome Browser asking you allow your Camera and Microphone, click Allow.

If you do not see the pop up on Google Chrome asking you to allow your Camera and Microphone please follow these steps.

After completing each step please try going back out of the session or meeting room and click on Start Broadcasting or Meeting Room again.

1. Ensure Zoom/Teams/Another Video Sharing application you might be using is switched off
2. Do you know if you are using a VPN (Virtual Private Network) on your browser? If so, please disable it
3. Do you know if you use an ad-blocking plug-in on your browser? If so, please disable it

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4. Are you using an internet connection/wifi connection provided by your place of work? If so, please try connecting to a different internet connection - we suggest using a home internet connection as your place of work may have a firewall in place blocking you from broadcasting.

5. Are you using a work device? If so, please try using a personal device instead as your place of work may have a firewall in place blocking you from broadcasting

6. If 4 and/or 5 are not possible please contact your IT department and ask them the following.

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“Please whitelist the following IP Addresses and Port Numbers so I am able to take part in this virtual event”

AITL Platform	
IP	PORTS
154.16.113.50	80, 443, 12345
154.16.113.51	
154.16.113.52	
agora.io	80; 443; 3433; 5668; 5669; 5866 - 6000; 6080; 6443; 8667; 9667; 30011 - 30013 - TCP - allow 3478; 5866 - 6000 - 10000 - 65535 - UDP - allow
edge.agora.io	
agoraio.cn	
edge.agoraio.cn	
Native	1080; 8000; 9700; 25000; 30000; 30001 - 30003 TCP Allow 1080; 4000 to 4030; 7000; 8000; 8913; 9700; 25000UDP Allow
qoslbs.agoralab.co	
qos.agoralab.co	
ap1.agora.io	
ap2.agora.io	
ap3.agora.io	
ap4.agora.io	
ap5.agora.io	
ap.agoraio.cn	
vocs1.agora.io	
vocs2.agora.io	
vocs3.agora.io	
vocs4.agora.io	
vocs5.agora.io	