

Why do presenters keep dropping out of AIRCast?

Last Modified on 11/12/2024 3:53 am EST

HOW-TO:

AIRCast may drop out due to unnecessary programs taking bandwidth, a poor internet connection, using a VPN/Proxy server, or another problem with the computer. As problems may be on the host side, the presenter side, or both, both host and presenter(s) may need to try one or more of these steps:

1. Ensure presenters are using either **Google Chrome** or **Microsoft Edge** as their browser (i.e. not Safari if on an Apple device; not Firefox or similar on a laptop or PC)

2. Close extra browser tabs if not needed

3. Use Task Manager to close any unnecessary programs

To open Task Manager, press CTRL + SHIFT + ESC or Command + ALT + ESC on an Apple Mac.

4. Switch to a wired connection

5. If WiFi is the only option, move to a different location where the signal is stronger, or use a phone to hotspot (as a last resort)

6. Disable any VPN's/Proxy servers

7. Try a different computer
