Tradewing - Tips for Success

- **Browser**: Join from a compatible browser (Chrome or Firefox) and make sure your browser is up to date.
- **Laptop power:** Plug into power, and if using Windows change your power settings to "high performance."
- **Wifi vs Hard Wired/Ethernet:** Hard wired/Ethernet is recommended for a more stable connection. If using Wifi, make sure your signal is strong and stay as close as possible to the Wifi access point.
- **Internet speed and network:** We recommend a minimum of 5mbps download and 2mbps upload. The ideal is 30mbps download and 10mbps upload or higher for the best quality - test your speed here. Avoid having other activities competing for internet use at the same time. For instance, ask others in the household to refrain from streaming videos, downloading or playing online games. Reduce/close other apps and windows running on your computer.
- **VPN:** Try to avoid VPN connections. If you are using a VPN (network) or device provided by your employer, ensure your device can access and share your camera and microphone.
- **Settings/permissions:** Ensure you can access the following website domains to use Tradewing. You may have to check with your IT department if using a device or network provided by your employer.
- **Restart your computer** before joining the event. This ensures that there are no other video applications holding onto audio or video for any reason.
- **Use headphones** when sharing audio and video. This will help eliminate echo and feedback.
- **Mute when not speaking:** This will help improve audio for others viewing.
- **Lost sound, can't share audio/video or screen share?** Try these steps (in the order below):
  - Refresh your browser
  - Ensure your browser's permissions are granted to have access to your camera and microphone (in Chrome, type into the URL bar: chrome://settings/content). If you're on a Mac, ensure your browser has permission to record your screen (open your computer's System Preferences > Security & Privacy > Screen Recording > find your browser in the list and check the box)
  - Quit and relaunch your browser
  - Restart your computer
  - Join the event in a different browser (e.g. switch from Chrome to Firefox)