

# Technical issues

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## I am in the session, but my video is frozen and I can't hear the audio, what do I do?

Please ensure that your system's speakers are turned on and the volume is up. If the video continues to freeze, please try to refresh your internet browser by selecting Ctrl+F5. If you have a Mac, please hold down the "Command" key and the "R" key on your keypad. ⌘+R.

## I am in the session, but the video is blurry/pixelated or choppy, what can I do?

Please check your internet connection to ensure you are receiving the proper speeds for streaming. Test your internet connection on [speedtest.net](https://www.speedtest.net) or [fast.com](https://www.fast.com) (3Mb download / 1.5Mb upload for 720 HD video). Note: Video issues may be on the presenter's side due to network or equipment issues.

## I am in a session and the audio keeps breaking up, what do I do?

If you are using a Bluetooth device, please make certain your batteries aren't low. Please try changing headsets. Note: Audio issues may be on the presenter's side due to network or equipment issues.

## I am in a session but the other person talking doesn't hear me, what do I do?

Please make certain that your volume is turned up and your speakers are set to the correct device.

## What happens if there are technical issues during a session?

With the added strain on networks as more people are at home and online, sessions may encounter technical glitches. If your session is disrupted, we encourage you to continue the session if at all possible. If you are unable to proceed to the session due to network or platform issues, please email our Technical Team directly at [hba@support.eventpower.com](mailto:hba@support.eventpower.com).

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