17th International Pragmatics Conference
Winterthur, Switzerland
27 June-2 July 2021

IPrA2021

https://event.ipra2021.exordo.com

Online conferencing via Ex Ordo Webex

TROUBLESHOOTING

> **Note that this troubleshooting document does NOT replace the basic <u>Attendee & Presenter Documentation.</u> You must be familiar with its contents to effectively participate in the conference. What follows is based on issues encountered in spite of familiarity with that basic instruction document.**

Contents:

1. Problems with access
2. Problems attending
3. Problems presenting
4. Problems playing video / prerecordings

1. Problems with access

Are you registered?

If you are an IPrA member at this time, you get access to the entire program. But you will not be able to handle interactive functionalities unless you are also registered for the conference.

How can you find out if you do not remember?

>Go to https://pragmatics.international, sign in with your user name and password
>Go to your profile (if you do not get into your profile immediately upon signing in, go to the home page [which you get through the "Quick links" button or the IPrA logo] and click "Manage profile"
>Click "Payments & History" > Event registrations

If you are not yet registered, go to https://pragmatics.international/page/IPrA2021Registration

>*Note that all late registrations need to be handled manually in the IPrA office which, at this time is extremely busy handling questions and preparations. This means that there may be quite some time between your registration and the time when your credentials will actually have been added to the safelist that gives you full access.*

You were registered earlier, but still you do not get access?

Make sure that the email addresses with which you are recognized (i) as an IPrA member, (ii) in your contribution to the conference, and (iii) with which you were registered, are IDENTICAL. Any mismatch will block access. In that case, get in touch with Ann Verhaert at ann.verhaert@pragmatics.international

None of the above is a problem? Then go on to the following questions:

Does your equipment fit the following system requirements?

- Mac or PC (Live Events do NOT run on mobile devices)
- Operating system:

  - Windows 7 and up (Intel Dual-Core CPU 2.XX GHz or AMD processor with a recommended 2GB of RAM)

  - Mac OSX 10.13 and up (Intel CPU with a recommended 2GB of RAM; Oracle Java v.6 up to v.8)

  - *Unfortunately, there is NO access for Linux*

Did you install the Webex Events app?

Make sure to download the Webex Events App (here is the link provided by ExOrdo: https://exordo.webex.com/ec3300/eventcenter/support/eventManager.do?siteurl=exordo). Note that

- o if your IT department does not normally let you install apps you may have to get temporary admin rights (only needed once!)
- o don't worry if, after getting the message that the app was successful installed, you seem not to be able to 'find' it on your computer – it is there, and will work the next time you need it

Please note that having other Webex applications installed does NOT guarantee access. In particular, the Webex Events app should not be confused with Webex Meetings.

Which browser do you use?

It is possible to use a variety of browsers, but the best experiences are reported for **Chrome** and **Firefox.**

> If you are a Mac user with Safari, you may be served well by one colleague's useful description of how he solves problems he encountered initially. See the **Appendix** to this document. Note, however, that the steps suggested there may be blocked by country- or region-specific versions of Safari with safety regulations disabling a crucial Cisco Webex add-on.

If you have problems, quite often simply switching browsers is the easiest and fastest way to solve the issue.

If that does not help, and all the above has been checked:

Are there any security settings on your computer or in your browser that block interaction?

In particular, make sure

- o that Javascript is enabled
- o that the browser allows cookies/popups both from the membership site and the conference site, and gives access to the Webex extension

Note that when you adapt settings, you may have to restart your computer before they take effect.
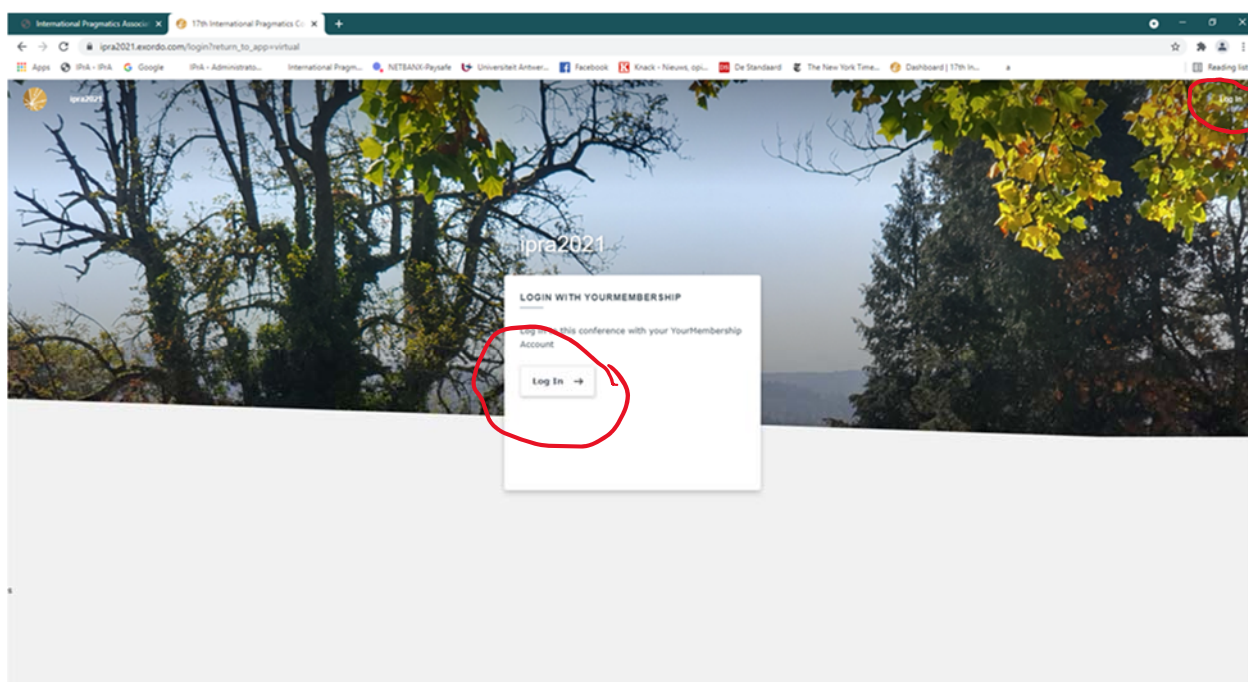
Did you keep in mind the single sign-on principle?

Due to the **single sign-on** between the IPrA membership website (https://pragmatics.international) and IPrA's Ex Ordo conference website (https://event.ipra2021.exordo.com) *all attendees must first sign in at the IPrA website before opening a new tab in their browser to access the conference website.*

- - Members do this with their regular username and password
- - Non-members (participating without a conference contribution) have temporary user names and passwords.

It is also possible to go to the conference event site first, in which case clicking 'Log in' will not automatically give you access, but you will be asked to give your IPrA credentials.

Note that the 'Log-in' button may appear quite visibly in the middle of the screen or only less noticeably in white letters in the upper right corner of the screen. Both buttons work to get access. See the screenshot below.
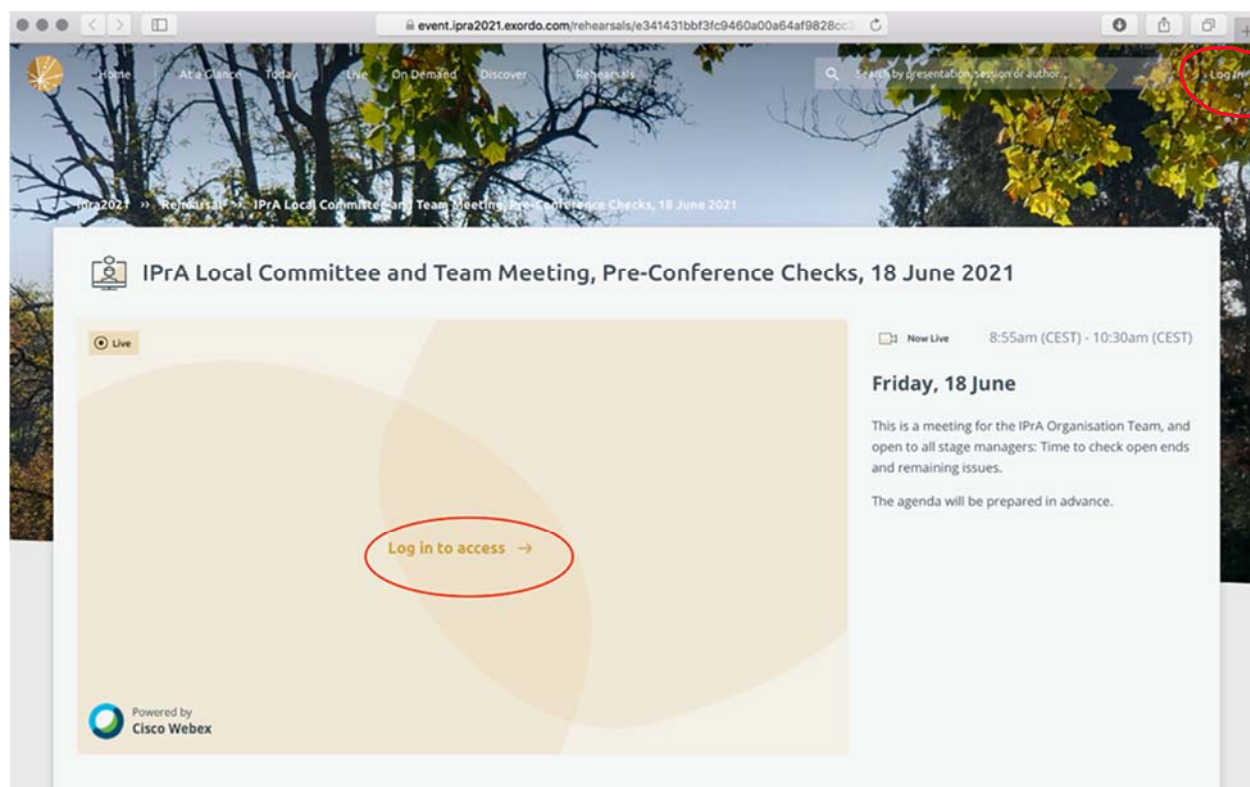
We have noticed that on some rare occasions (for reasons we do not yet understand) computers seem to 'lose' the connection when moving from the membership website to the conference site. If that happens, at least the hardly noticeable 'Log in' button in the upper right corner will be available to give you access. In most cases you will then have to fill in your IPrA user name and password again.

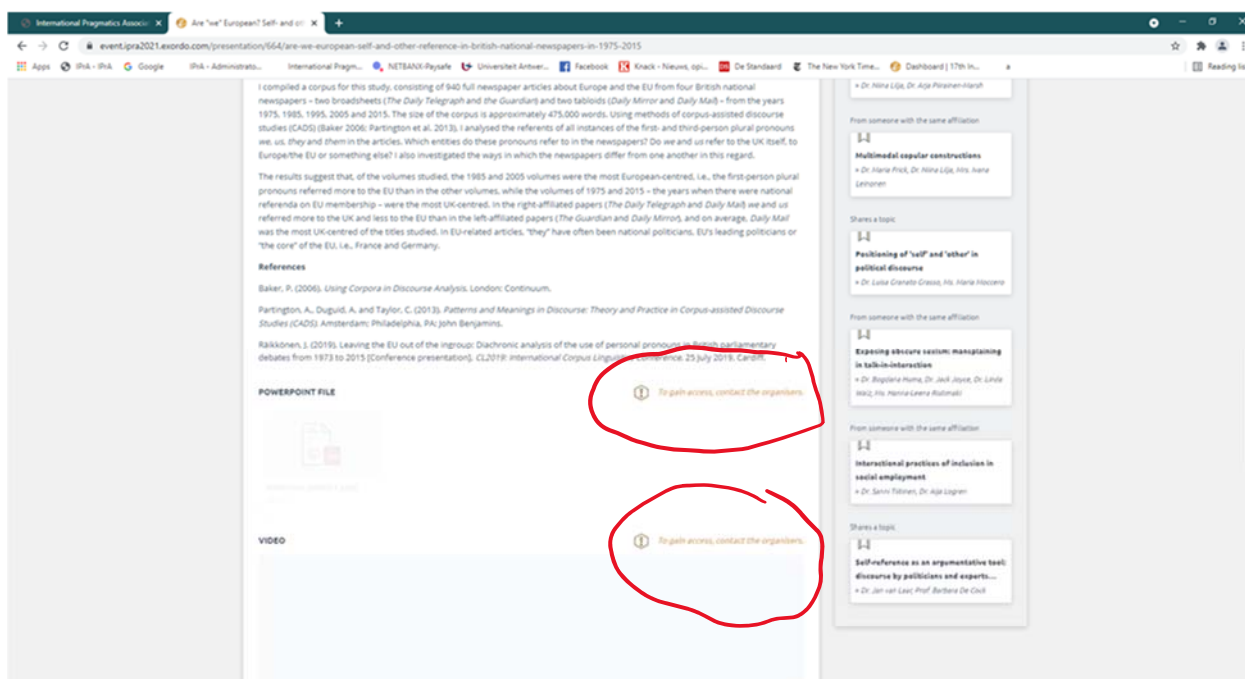## 2. Problems attending

Is the session you need offline?

If you are trying to access a session that should, according to the schedule, be on at the time when you're trying to get in, but the screen tells you that the session is offline, you must check the **date/time settings** on your computer. Most likely, *automatic time updating* has been disabled and must be enabled again. (In the unlikely event that automatic time updating is not possible: set the computer for Central European Summer Time – the entire schedule has been configured on that basis).

Are you told to "Log in to access" (as below)?

Use the 'Log in' button in the upper right corner, as described in section 1 above.

Are you told "To gain access, contact the organizers" (as below)**?**

You can only get a screen like this if you're logged in correctly as a member browsing the program. But the message blocks access to uploaded materials, which are only available to registered participants.

If you get this message, therefore, you are not recognized as a registered participant (and you must go back to the first parts of section 1.

3. Problems presenting

You cannot be heard and/or seen?

If the Host/Stage Manager has promoted you from Attendee to Panelist, but you still cannot make yourself be heard and/or seen, you must adjust your microphone and/or camera settings.

The most common problem is that your computer has a choice between more than one device. Just try to see which one works. (A small arrow next to the "Mute/Unmute" and "Start/Stop Video" buttons usually enables you to start making adjustments.)

You cannot share your screen?

If the Host/Stage Manager has promoted you from Panelist to Presenter, and the "Share" button remains grey, there is a problem with your connectivity. There are three possible areas to look for a solution (all mentioned in section 1 above):

- security settings
- browser choice and/or browser settings

- the installed Webex Events app

Mac users have reported the following solution when the "Share" button us still greyed out after having been made Presenter:

- go to your System preferences
- > go to Security
- > choose camera
- > enable setting by unlocking with your password
- > click enable/hook for Cisco Webex Events
- then close all open windows and programs, restart you computer and log in again

4. Problems playing video / pre-recordings

As mentioned in the Attendee & Presenter Documentation, direct transmission of video with sound during a session is not possible (or at least not reliable) on this Webex platform.

Many presenters will have to rely partly on video with sound. There are three ways of going about this:

1. The simplest way is for the Presenter to share her/his screen and
   a. to play the video
   b. to make sure the sound is clearly audible for her/himself in the space where s/he is at that time (earphones must be unplugged for that!) so that the sound can be transmitted through the microphone of the computer
   c. which can of course only work if the Presenter is at that time unmuted

This simple procedure does not give the best results, as the quality is very much dependent on the equipment and the connectivity on both the sending and the receiving sides.

> Mind the extra complication that may come up:
> If you are giving your presentation with your headphones on, simply unplugging may not be enough to transmit audible sound through your computer microphone – you may have to switch microphones (and perhaps speakers) in your computer settings.

2. The preferred way is to upload the files to be presented before the conference. During the session, the Presenter then
   a. asks the Attendees to open their browser
   b. to go to the conference event space (which should in fact still be open on their computer since that is the way they will have entered the session)
   c. to go to the contribution in question (this can be done in seconds by typing the name of the presenter in the search bar in the upper right corner of the home screen, and to click on the appropriate contribution that pops up)

    d. to click the uploaded file (appearing below the abstract) and to watch/listen to it before returning to the session (which they will not really have 'left' at all)

To do this successfully, all people following this procedure must of course make sure to be muted.

For some materials there are privacy issues. For this, keep in mind

- that the materials you upload cannot be downloaded by anyone
- and they can be completely removed as soon as you want

> The same procedure can be followed for all uploaded pre-recorded presentations.

3. The Presenter can also provide Attendees (through the Chat) with a link they can follow before returning to the session.
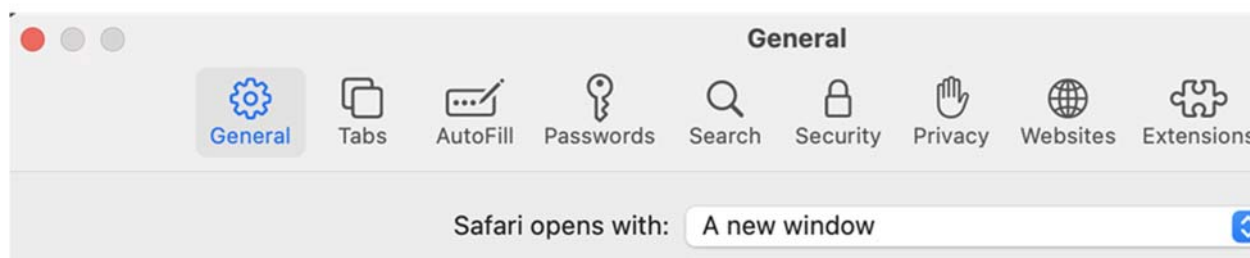
Appendix – one colleague's problem-solving experience (Mac with Safari)

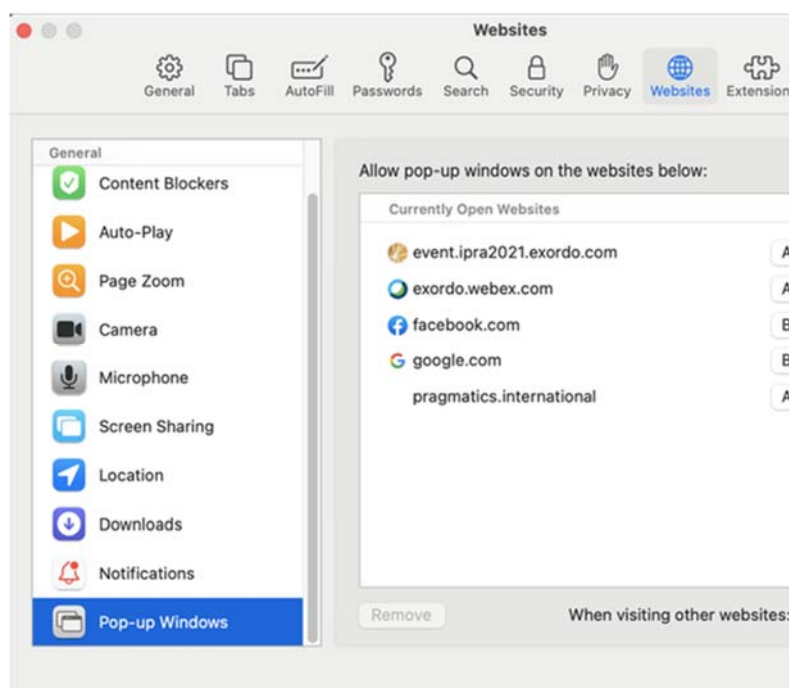The big issue seems to be to allow POP-UP windows and dialogues.

Typically, in modern secure browsers these are set by default to BLOCK popup windows [YES}. Instead, set this to [NO / allow]

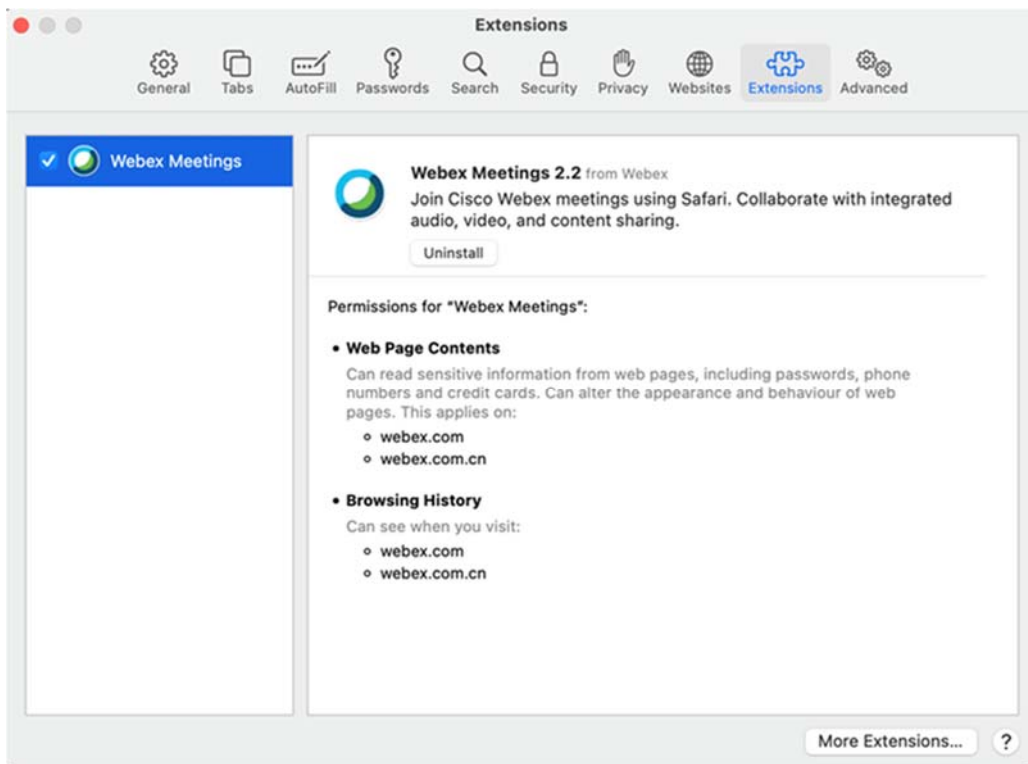As I was using the Safari browser on my MacBook Pro, I made the following settings adjustments.

1. Install the **Webex** software

2. Launch the Safari browser.

3. Go to Safari **Preferences**.

4.Click across to Safari/**Security**. Make sure Javascript is enabled.

5. Click across to Safari/**Websites**. Click Pop-up windows. Set IPRA, exordo.webex related sites to [ALLOW]

6. Click across to Safari/**Extensions**. Make sure the Webex browser extension is correctly installed.

After this, I relaunched the Safari browser, followed the standard IPRA login PROCESS, launched the exordo site and successfully made a rehearsal as the popup windows worked fine.