

Virtual Expo Visitor Guide

Accessing a Virtual Meeting Room (meet.gen-e.eu, powered by Jitsi)

1. Join the Room:

- Click the invitation link to open the virtual meeting room.
- When prompted, allow access to your camera and microphone.

2. Basic Controls:

- Toggle Camera: Use the camera icon at the bottom.
- Mute/Unmute Microphone: Use the microphone icon.
- Chat: Click the speech bubble icon to open chat.
- Raise Hand: Click the hand icon to request to speak.
- Share Screen: Click the screen icon and select a tab or window.



Key:

1 = Mute/Unmute Microphone

2= Toggle Camera

3= Share Screen

4=Chat

5=Raise Icon

3. Tips:

- In Firefox, check the padlock icon to allow camera/mic access manually.

- Google Chrome is the recommended browser.

4. Support Resources:

- [Jitsi Help Center](#)
- [Jitsi FAQ](#)

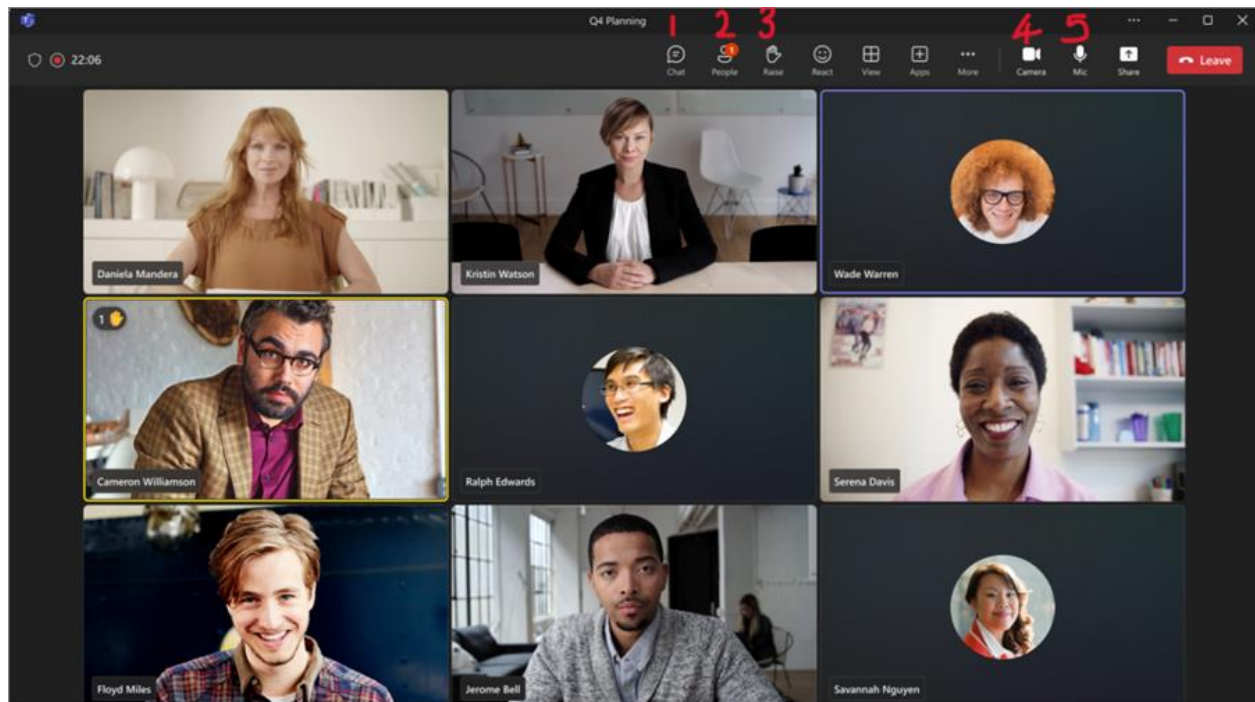
Accessing a Microsoft Teams Room

1. Join the Room:

- Click the meeting link.
- On desktop: Choose “Continue on this browser” or open in the Teams app.
- On mobile: Use the Microsoft Teams app for the best experience.

2. Basic Controls:

- Toggle Camera: Camera icon in the toolbar.
- Mute/Unmute Microphone: Microphone icon in the toolbar.
- Chat: Use the chat button or icon depending on device.
- Participants View: Click the people icon to see who’s in the room.



Key:

1=Chat

2=Participants View

3=Raise Hand

4=Toggle Camera

5=Mute/ Unmute Microphone

3. Tips:

- Use Edge or Chrome for the best browser compatibility.
- Allow camera and microphone access when prompted.

4. Support Resources:

- [Teams Help Center](#)
- [Teams Web Access Troubleshooting](#)

Common Setup Instructions for All Systems

Enabling Camera and Microphone Access

1. Google Chrome:

- Click the padlock icon in the address bar.
- Set Camera and Microphone permissions to “Allow.”
- Refresh the page.

2. Mozilla Firefox:

- Click the camera or microphone icon in the address bar.
- Choose “Allow” for each.
- Refresh the page.

3. Support Links:

- [Chrome Permissions Help](#)
- [Firefox Permissions Help](#)

Troubleshooting Tips

- Refresh the browser tab.
- Close other apps that might be using the camera or microphone.
- Use Chrome or Edge if Firefox causes issues.
- Disable or adjust browser extensions that might block permissions.