

Troubleshooting Technical Difficulties in LCSNA Virtual Galleries

Below are a set of recommended actions to take if you experience technical difficulties in one of our Hubs virtual galleries. Each scenario includes several recommendations; try them in the order in which they appear.

The Scene Won't Load for Me (or the scene loads very slowly and it's hard to move around)

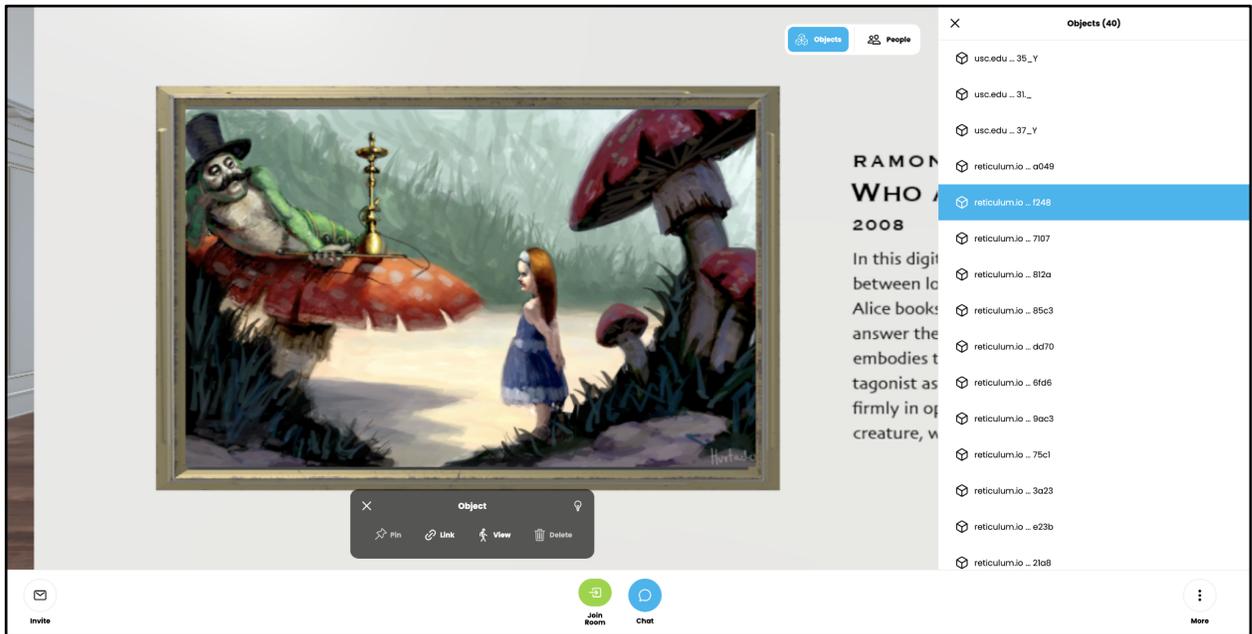
1. Try quitting other applications on your computer (especially Zoom) as well as other tabs in your browser. Refresh the page.
2. Switch browsers (Google Chrome works best with Hubs).
3. Try another gallery scene; it may work for better for you.
4. If none of the recommendations above work, you can visit our corresponding digital exhibits containing the same Wonderland materials (but not in an interactive 3D space).
 - Wonderland Retrospective Exhibit: <https://scalar.usc.edu/works/wonderland-virtual-gallery-videos/index>
 - 2020-2021 Wonderland Exhibit: <https://scalar.usc.edu/works/wonderland-2020-2021/index>

You Cannot Get Your Audio to Work

1. Try muting and unmuting your audio.
2. Click on "More" at the bottom right of your screen. Then choose "Preferences." Under "Audio" make sure you have the right "Preferred mic" chosen.
3. If none of the recommendations above work, you can chat with others in the room via text by clicking on the "Chat" button at the bottom of the screen.

You're Having Trouble Moving Around

1. First, try using the Q/E keys to rotate. Then use the W A S D keys (or arrow keys) to move backwards, forwards, left, and right.
2. If for some reason, you simply cannot move around, you can still explore the artworks in the gallery. Go to "Objects" at the top-right of your screen and choose each work from the menu.



You Cannot Open Images by Clicking on Them

1. You may need to disable any pop-up blockers or switch to a browser on which you do not have pop-up blockers installed.

Videos are not Loading

1. Refresh the page. This often helps reload the data for each video.
2. Switch to a different browser, Google Chrome is preferred.