

[Troubleshooting guide for joining a meeting in CPMS 2.0](#)

Several of our members have experienced problems connecting to our CPMS recurring meetings using the CPMS 2.0 built-in video conferencing tool. As this connectivity problem is almost exclusively related to the firewall settings of the institute that the user is trying to connect from, it can usually be solved by switching to a different internet connection.

Hospital IT departments are generally reluctant to change any settings, so we have compiled a procedure to circumvent your hospital firewall:

[How to circumvent your hospital firewall](#)

If you are unable to connect to audio and video for the ERN GENTURIS CPMS recurring meeting, your hospital is probably blocking access to this functionality due to restrictive firewall settings. To be able to connect to the meeting with audio and video, you will need to change your internet connection. There are several methods to do this:

1. Change to a different wireless network: Click on the WiFi icon () in your system tray (usually in the bottom right of your screen) and click connect next to one of the available networks in the list (e.g. public hospital network, eduroam, etc.). Hospitals usually have a private and a public network and switching to the public network will likely allow you to connect to the CPMS meeting as the public network has less restrictions.
2. Use a cabled ethernet connection if available. This option is only available if you have an ethernet socket in the wall of the room you are connecting from and requires an ethernet cable. Once you have connected the socket to your computer using an ethernet cable (this may require an adapter for Apple computers), your computer will automatically switch to the cabled connection and the network connection symbol () appears in your system tray
 - Ethernet socket example:



- To connect to the socket, you will need an ethernet cable:



3. If no other wireless networks are available, you can set up your phone as a wireless 'hotspot'.

- To activate the hotspot on your phone, go to your phone's settings, search for 'hotspot' and then turn it on. This will prompt you to provide a network name and password that can be used to connect to the hotspot from your computer.
- After the hotspot has been activated on your phone, go to your computer and click on the WiFi icon () in your system tray (usually in the bottom right of your screen) and click connect next to your phone's hotspot in the list of available networks.

Please note that this option uses your mobile data and is battery intensive, so it is important to switch back to your previous settings and turn off the hotspot to prevent using up your mobile data and battery life after the meeting is finished.

After using one of the above methods to switch your internet connection, please follow the instructions in our pdf guide on [Joining a CPMS meeting](#). If one of these methods does not work for you, please try one of the other methods suggested above.