

## Whereby Troubleshooting Guide

Use this guide to help troubleshoot microphone, sound, video and other challenges you may be experiencing when trying to connect to your tutoring lesson. In most cases, an issue normally arises due to:

- Your permission settings haven't been granted correctly, meaning your laptop is denying access to Whereby's microphones and videos.
- Your microphone or video is connected to another device.
- The laptop is a school laptop and occasionally, they may have blocked certain types of software.

It is always a good idea to log on 10 minutes early and test your sound and video settings before each lesson, to avoid delays during your lesson time.

**Tip:** If an issue persists and you can't solve it, the Thrive Team will always send through a new link as quickly as possible. Please let your tutor know on the screen either via microphone or chat, and they will have a new link send to your Thrive Account.

### Initial Troubleshooting:

- Refresh your browser and clear your cache.
- Try loading in a new page or browser.
- Close any other applications that may be controlling access to the camera or microphone.

### Resolving choppy audio or video:

- Move closer to the WIFI router or internet connection.
- Try connecting to another network (Example: hotspot connection).
- Close any other applications or tabs.
- Turn off your video while on the call.

## Blocked Camera & Microphone access:

You may have accidentally blocked the meetings permission to use your camera and microphone for the meeting. Or your browser doesn't have your device permission to utilise the camera and microphone. Follow the recommendations below to correct common problems:

- Check to see if you've accidentally blocked permissions. For Chrome, Edge, and Firefox you can find a camera icon in the address bar. Select it and then allow.
- Safari you can select Safari in the menu bar and then Settings -> Websites then select the camera and microphone options and make sure your website is set to allow.

If you've verified the website has proper permissions, it's possible your browser does not have proper permissions from your device operating system. Select your platform below to verify your device settings:

### macOS

- Apple has system-level privacy controls for your mic and camera. These are great for privacy, but it is possible that your browser was mistakenly blocked from accessing your devices after an update or accidental answer of a prompt.
- You can check on this and allow your browser to access them from the Privacy & Security section in your System Settings (System Preferences on older operating systems).

To access these settings, do the following:

- Click on the Apple in the top left of your desktop -> select System Settings
- Click on the Privacy & Security section
- Click on Camera in the list of options and enable the toggle next to your browser to allow access
- Repeat Step 3 for your Microphone

After the above, restart your browser for the updates to take effect

### Windows

In Windows 10, you're able to set a default Microphone, but there are also system-level Camera permissions on what applications can access your camera. For either of these settings, the first step is open your system settings by clicking on the Start menu and selecting the Settings gear.

### **Default Mic**

- Type "Mic" into the search bar

- Select the Sound settings
- Scroll down to Input and use the dropdown to select the proper input device

### **Camera Permissions**

- Type "Cam" into the search bar
- Select camera in the app permissions
- Verify your browser has permission to access your camera

### **Difficulty/not receiving any audio/video**

In some cases privacy and security tools or settings can interfere with the media being exchanged in a meeting. Check the options on your device or your network to make sure you're able to connect to a call:

Disable any ad-blockers, VPN, or privacy extensions. Occasionally browser extensions can interfere with how Whereby loads, which can manifest as video, audio, or room joining issues.

Check your firewall, proxy, or other security software's (like anti-virus) to make sure they aren't blocking connection requests. You can try temporarily disabling them to see if it improves the connection. Port 443 will need to be open to all TCP and UDP traffic for a meeting to work.

### **In-room call quality indicator**

When we detect a network issue during the call, you will see a yellow indicator appear. The indicator doesn't mean that you will perceive any reduced quality; it means your network conditions are in such a state where you *might* experience reduced quality.