SCALER

Meetings Platform Common Guidelines

Checklist

Ensure following these steps for a smoother experience during the session

1. Use a desktop / laptop
2. For better experience, switch to Chrome
3. Disable VPN or proxy network
4. Stable network with >500kbps speed

Supported Browsers and OS

NOTE:

Chrome is fully supported, please use Chrome if using otherwise (except in iOS/iPadOS use Safari)

		Meetings Platform support
Desktop (windows)	**Chrome (recommended) (58 or later)**	**Supported**
	Firefox 56 or later	**Supported***
	Internet Explorer	**Not Supported**

	Edge	**Not Supported**	
	Opera 45 or later	**Supported***	
Desktop (macOS)	Chrome (recommended) (58 or later)	**Supported**	
	Safari 11 or later	**Supported***	
	Firefox 56 or later	**Supported***	
	Edge	**Not Supported**	
	Opera 45 or later	**Supported***	
Mobile/Tablet (iOS)	Chrome	**Partially Supported**	
	Safari (recommended)	**Partially Supported**	
	Firefox	**Partially Supported**	
Mobile/Tablet (android)	Chrome (recommended) (58 or later)	**Supported***	
	Firefox	**Partially Supported**	
	Opera	**Partially Supported**	

Supported: Full meetings platform support

Supported*: Full meetings platform support with random audio/video issues

Partially Supported: There may be few bugs and/or audio/video glitches that happen randomly.

for example: if someone calls on iOS/iPadOS, audio does not work in class, need to refresh

Not Supported Please change platform + browser to a supported version

Reference:

https://docs.agora.io/en/All/faq/browser_support
https://docs.agora.io/en/All/faq/web_on_mobile

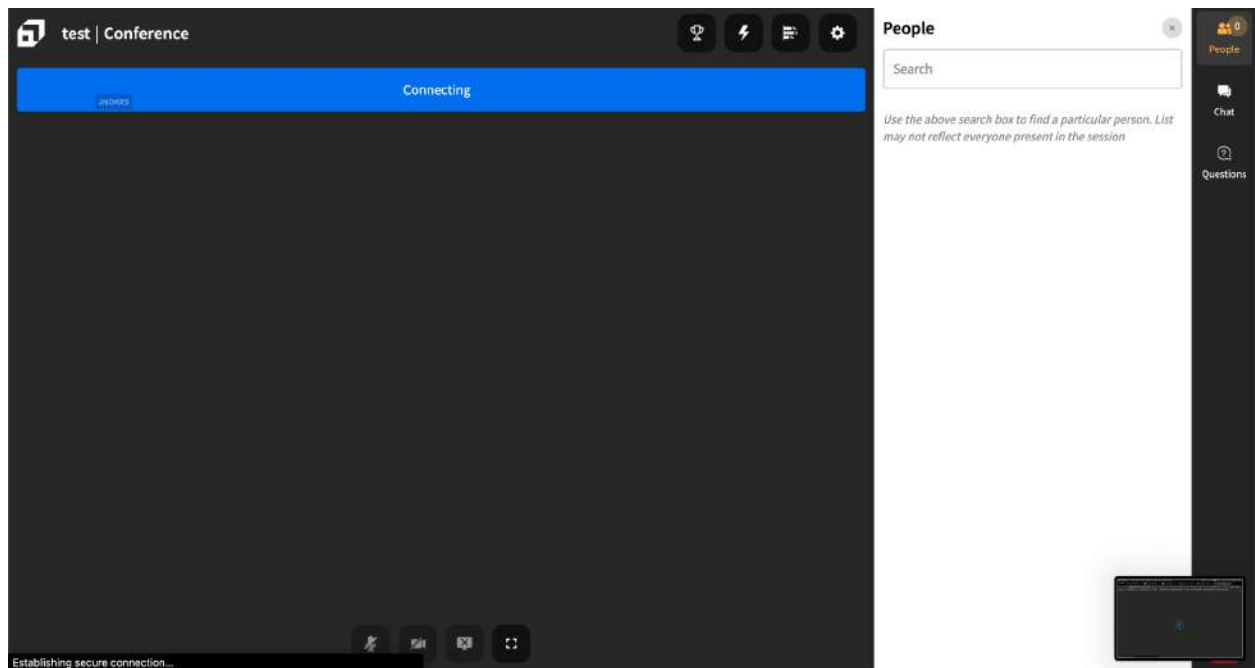# Troubleshooting FAQs

Issue 1: Not able to connect

This happens when you cannot connect with our third-party live service provider.
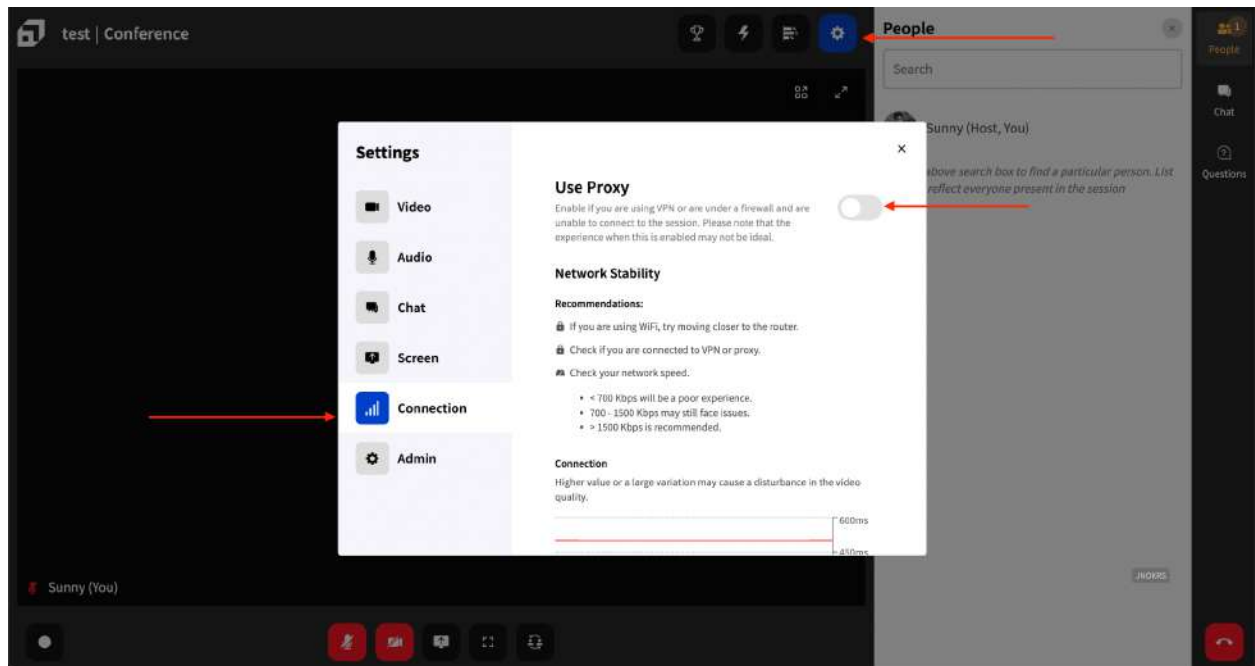
Expected Screenshot(s)

Steps to fix:

Ensure a few pointers from your side:

1. You should not use **VPN/firewall or any web protection** that disables connections to Scaler. (Happens mostly in case of **office/work laptops** being used to take sessions)
2. Sometimes a few extensions can also lead to network blockage, please switch to incognito and check if it works.
3. Please change network (use hotspot if possible)
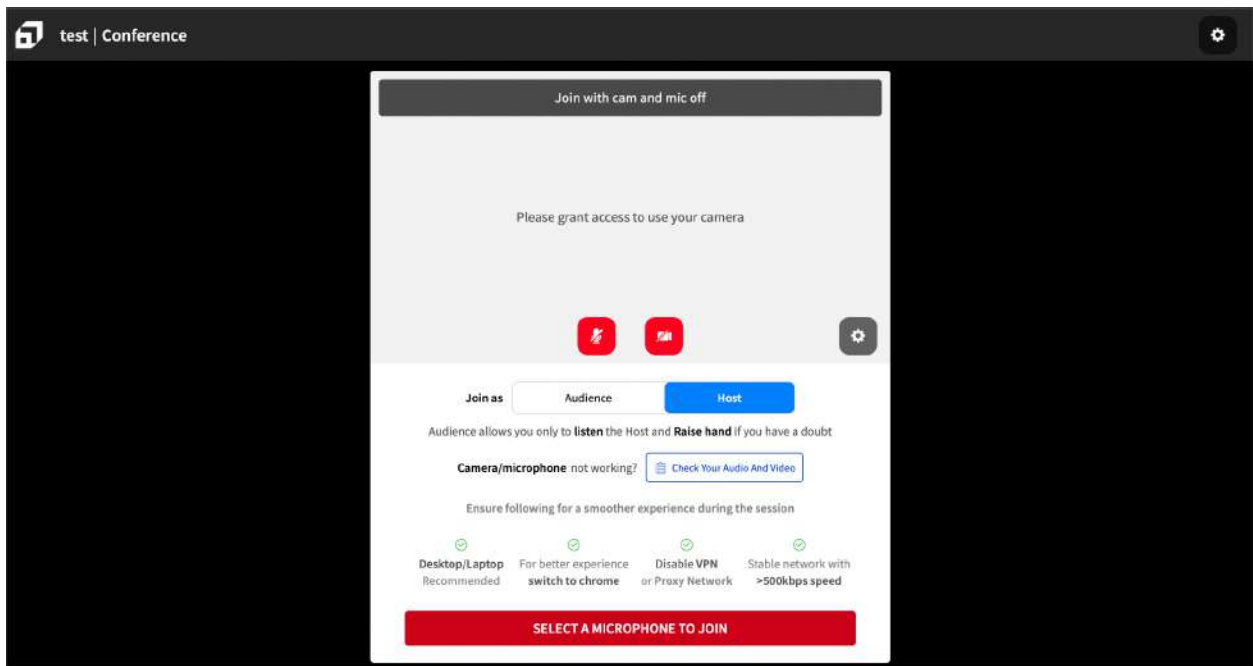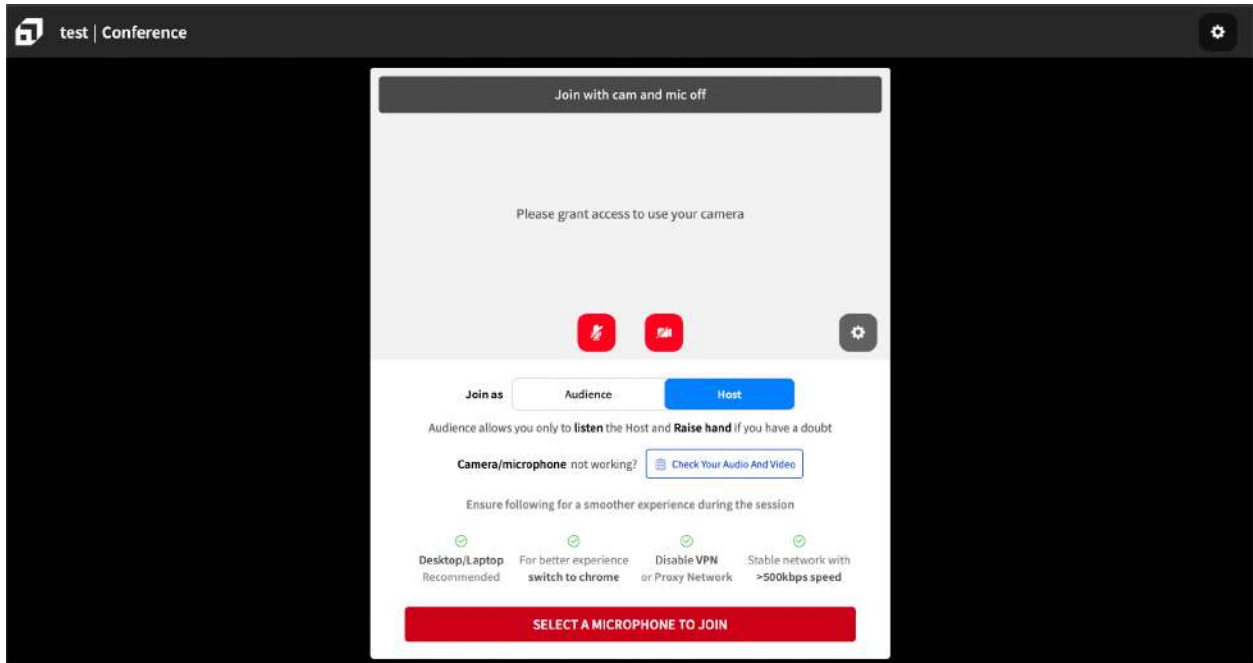4. Change device in case of work laptops.

Note:

If the above doesn't work, please enable cloud proxy in the meetings platform. **(This should ONLY be used in the case where steps 1 and 2 don't work)**

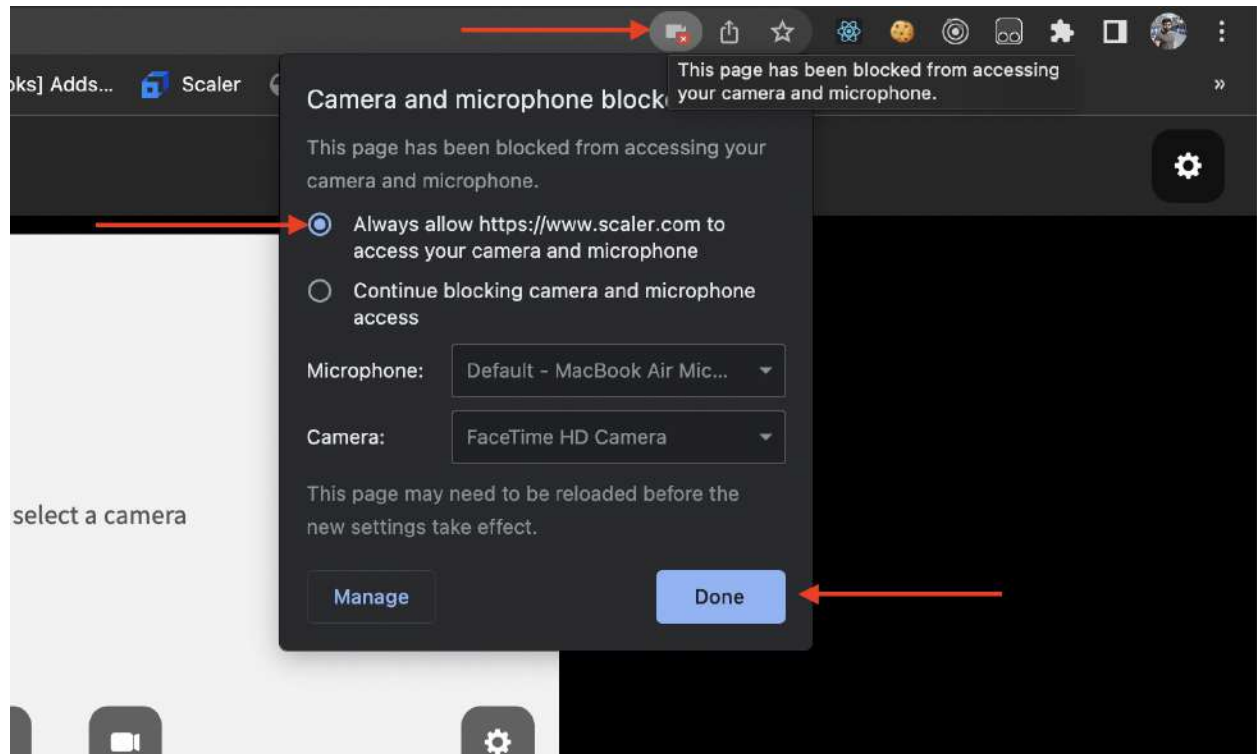## Issue 2: Please grant access to use your camera/microphone.

This happens when you don't have proper permissions prior to joining a call.
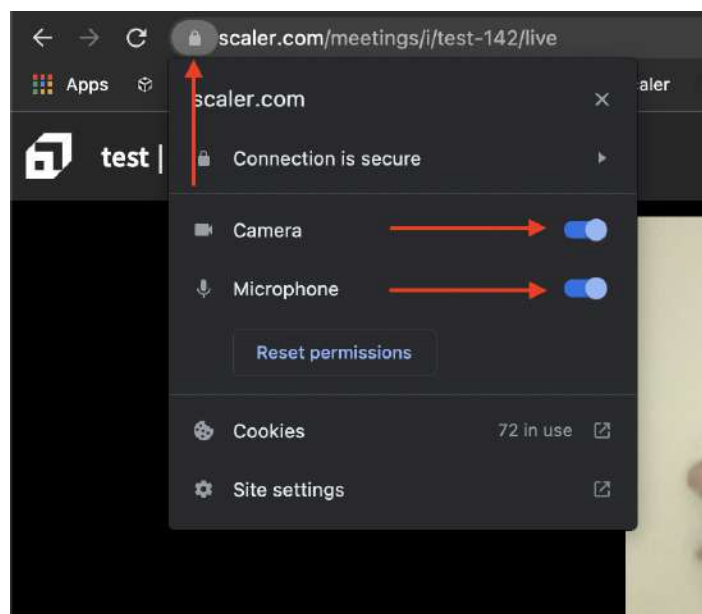
Expected Screenshot(s)

Steps to fix

You should grant proper permissions to join meetings, minimum requirements of joining a meeting as a host/code collab/mentor sessions, etc is to have **a working microphone.**

Or alternatively

Issue 3: Camera/Microphone is not supported.
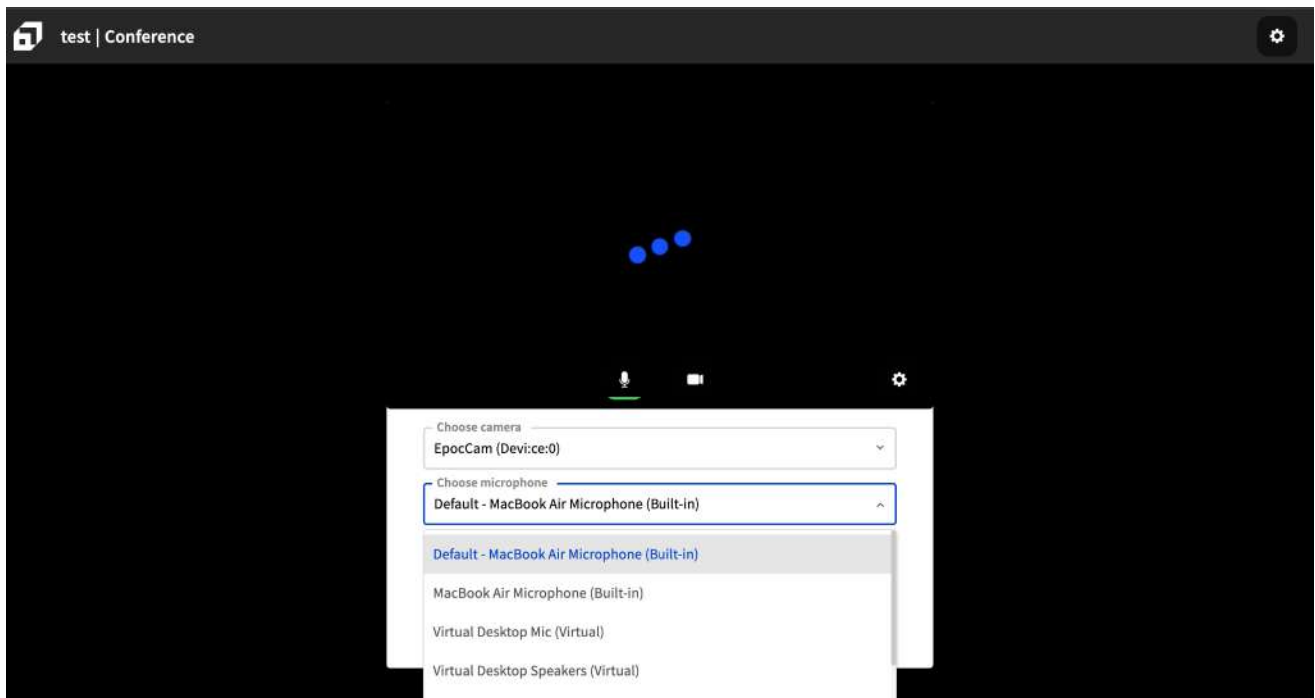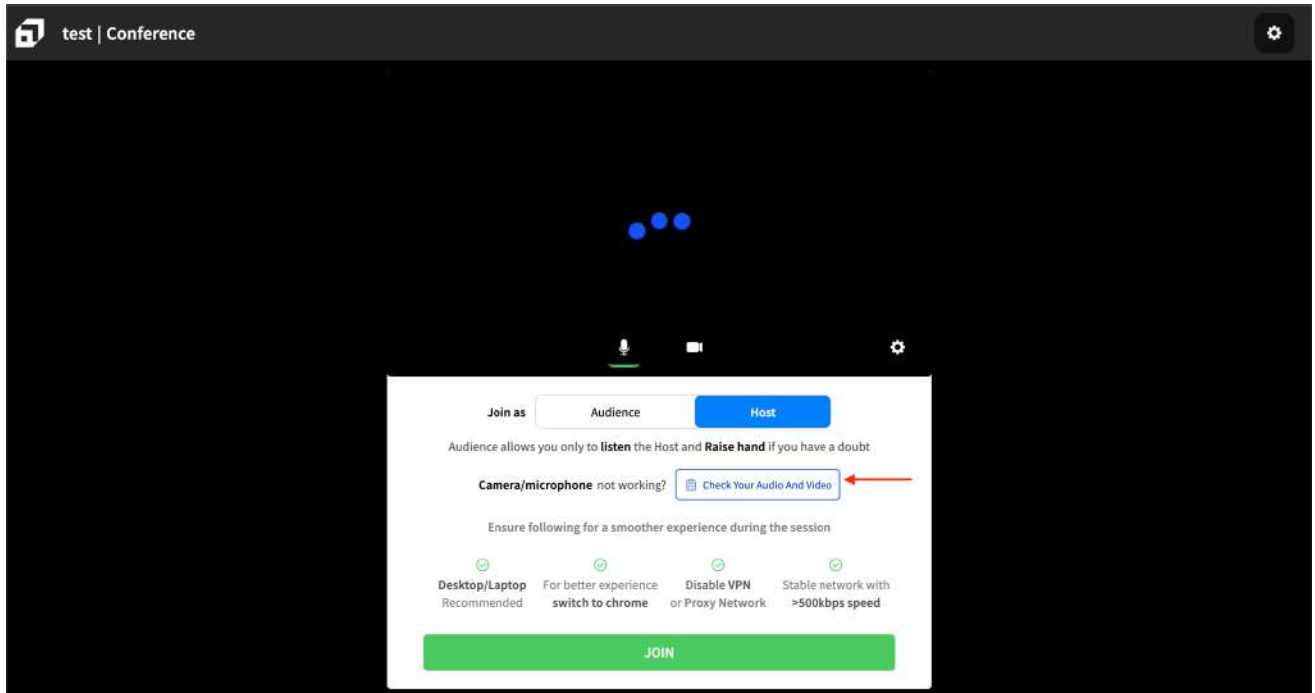
This happens when the selected device is not working properly and/or is not supported

Steps to fix:

Note:

At least a microphone needs to be functioning on the device to join the call on mentor sessions / code collab / as a host.

Select a different device from here: (depending upon which device is failed)

Issue 4: Could not find any camera / mic on your device

This happens when the selected device is available on your machine.

Steps to fix

At least a microphone needs to be present on the device to join the call on mentor sessions/code collab/as a host.

Update Chrome to the latest version and restart the device/chrome once.
<div align="center">or</div>
Please add the device and/or enable the device from the operating system to get away with this error.

Issue 5: Camera/mic already in use by another application

This happens when the selected device is already in use by another application.

Steps to fix

At least a microphone needs to be available on the device to join the call on mentor sessions/code collab/as a host.

Update Chrome to the latest version and restart the device/chrome once.
<div align="center">or</div>
Please dismiss any app on the operating system that may be using a mic/camera, or close the tab which is using the failed device and refresh again.

Issue 6: Camera/mic is not active

This happens when the selected device gets terminated to use by the system.

Steps to fix

At least a microphone needs to be available on the device to join the call on mentor sessions/code collab/as a host.

Update Chrome to the latest version and restart the device/chrome once.

<div align="center">or</div>

Please refer to **Issue 3** to fix this issue.

Issue 7: Unable to hear audio/video in class

First check whether the class was ongoing or not. If the class was ongoing and you were not able to join this class, then please refer to **Issue 1**

Steps to fix

Same steps as **Issue 1**