

Troubleshooting



Report Tech Issues

If your students run into technical issues, report them to Ignite Reading immediately to minimize disruptions.

Most issues are indicated in the [Troubleshooting menu](#) in the Space.

Please make sure that all participants reload the page and join the Space again.



Run into issues? Submit a [Support Request](#) via our [Knowledge Base](#) 

Step 1

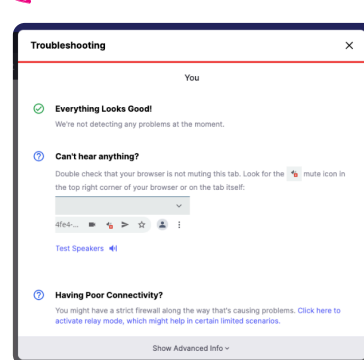
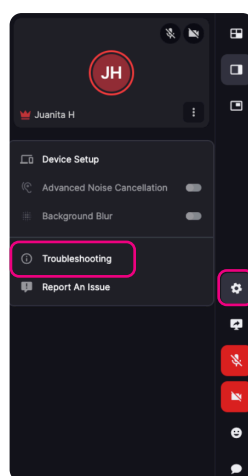
Click the gear icon 
(There will be a red dot if there is an issue with audio, video, or connectivity)

Step 2

Click on the Tutor's name or Student's name to see what the issue is

Step 3

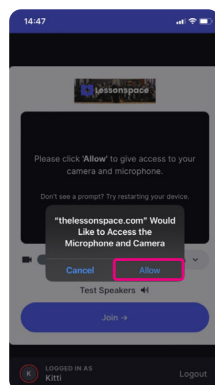
Reach out to your IT Team and Ignite Reading for additional support



iPad Troubleshooting

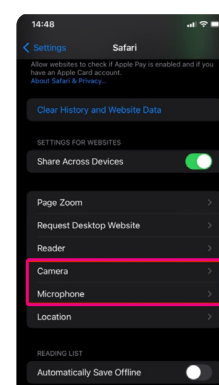
Step 1

When joining a Lessonspace Space on an iOS device, **select Allow** when prompted:



Step 2

If you joined by clicking Cancel or denying permissions, go to your Device Settings on your **iPad > Safari > Camera > Allow or Ask** (do the same for Microphone).



Step 3

Reload the page and join the Space again. This time, make sure to click Allow when prompted.



Quick Fix Audio Instructions for Headphones

with Microphones (Ignite Reading or other headphones w/microphone)



Often times, leaving a session, unplugging your headphones, plugging them back in, and re-joining the session will solve the issue.



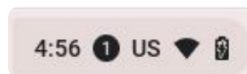
Step 1

Headphones **must** be plugged in



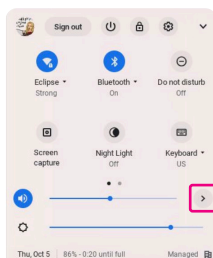
Step 2

On the bottom right corner, click on the time to pull up the **Settings** menu



Step 3

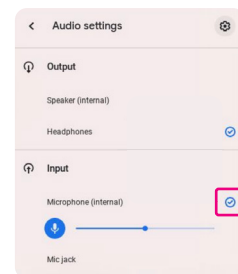
Click the arrow next to the Audio/Volume bar



Step 4

Click Microphone (Internal). Audio should immediately work

Click anywhere on the screen to get out of settings



Network Connectivity Support

If you notice a warning that says “Weak connection detected” please be sure to **try the following tips to help establish a stronger connection.**

Remember that a weak internet connection can impact the quality of your session.



Step 1

Check your internet connection

The first step is to check your internet connection. Make sure that your internet connection is stable and strong enough to support video conferencing. You can check your internet speed using an online speed test tool.



Step 2

Close unnecessary apps and tabs

If you have too many apps or tabs open, it can slow down your internet connection. Close any unnecessary apps or tabs that you're not using to free up bandwidth.



Step 3

Turn off your camera

If you're still experiencing issues, you can try turning off your camera. This will reduce the amount of data being transferred and improve your connection.



Step 4

Restart your router

Sometimes, restarting your router can help to improve your internet connection. Turn off your router and wait for a few minutes before turning it back on.

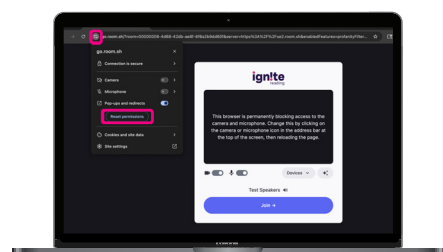
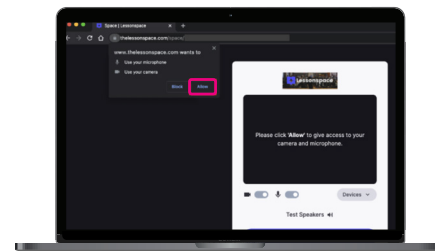


Camera/Microphone Blocked

Screenshots below are for Chrome OS

Step 1

Ensure you have given permission to your browsers to allow for audio and video. When you join you will see a popup that asks you to allow access, press "Allow".

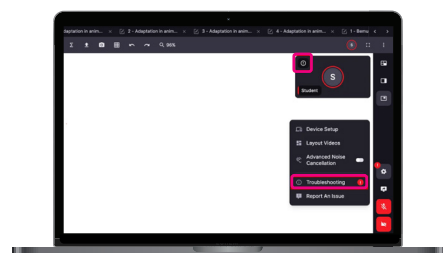
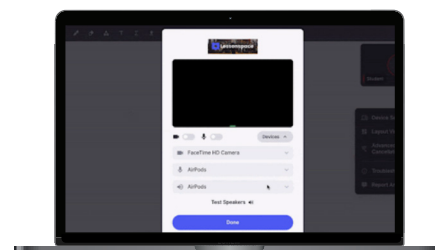


Step 2

If you mistakenly block the camera and microphones, you can reset permissions by clicking on the toggle icon on the left-hand side of the URL bar, and then clicking on the Reset Permissions button. You'll be asked again to Allow Lessonspace access to your camera and microphone here. Select "Always allow" and reload your page. Once reloaded, rejoin the Space and everything should work.

Step 3

You can use Setup > Device setup to make sure the correct sources are chosen.

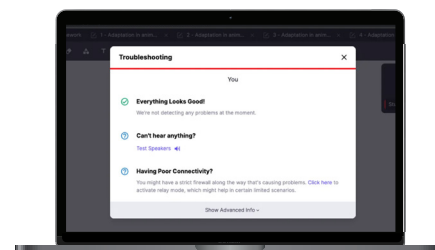


Step 4

Go to Setup > Troubleshooting to check if everything is working correctly. A little "!" icon on your video box usually indicates if something is not working properly.

Step 5

If Troubleshooting says "Everything looks good!" then you're good to go!



Note

Make sure to **close Skype or Zoom** or any other video apps. Some poorly written applications on a computer can restrict access to the camera, so make sure to close any application that might already have that access, for example, Skype / Zoom, video editing software, etc.