

Parent Guide

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# Virtual Classroom



Troubleshooting guide

This document provides parents with solutions to common issues. If you encounter issues that are not addressed in this document, please raise a ticket via the [Help Widget](#) on the Learning Hub, and inform the Teaching Centre.

## Contents

Connection issue .....	3
I cannot hear the classroom .....	4
Rest of class cannot hear/see me .....	5
I am not showing on the list when the teacher has allocated breakout rooms .....	6
I cannot see the same slide as the others .....	6
I cannot see messages on chat .....	6
Echoing from a student or the tutor .....	6
Background noise.....	6
I keep dropping out.....	6
I disappear after being allocated to breakout rooms .....	6
I did not move to a breakout room when the tutor created them .....	6
Verifications .....	6
<b>Verifications: Video recorder not working .....</b>	<b>6</b>
<b>System check fails on Mic check / Camera check.....</b>	<b>7</b>
<b>I completed everything other than the system check .....</b>	<b>9</b>

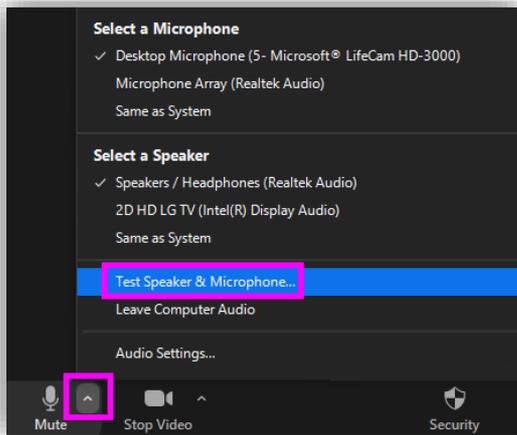
## Connection issue

- **Refresh your browser tab.** This resolves the issue about 80% of the time.
- Run the internet test below and send the results for both upload and download speed to [eleni.senta@britishcouncil.gr](mailto:eleni.senta@britishcouncil.gr):
  - <https://www.speedtest.net/>
    - The required internet speed is 8Mbps download and 2Mbps upload. If your internet connection is not up to this speed, the issue is likely caused by the weak internet connection.
    - Move to a different place with better connection if possible, and/or use an ethernet cable connection, as this can be more stable.
    - Close all windows, tabs and applications using internet bandwidth.
    - Switch off your camera.
- If your internet speed is good but you are still having an issue, check the following:
  - What browser you are using – an up-to-date version of **Chrome** or **Safari** is required. The Virtual Class is optimised for Chrome, so that is always preferred. If you are using Safari on Mac and you are still having an issue in Safari, switch to Chrome.
  - Check if you are on a supported device with the right specifications (PC or laptop with Windows 10 or latest Mac OS or supported tablet). See other specifications below.
  - If your device does not fit these specifications, this might be causing the issue. We advise you, if possible, to borrow a laptop for the classes.

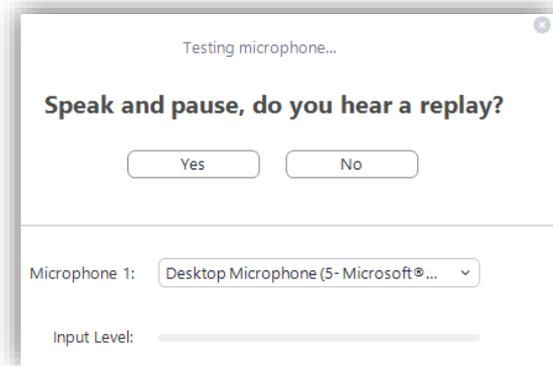
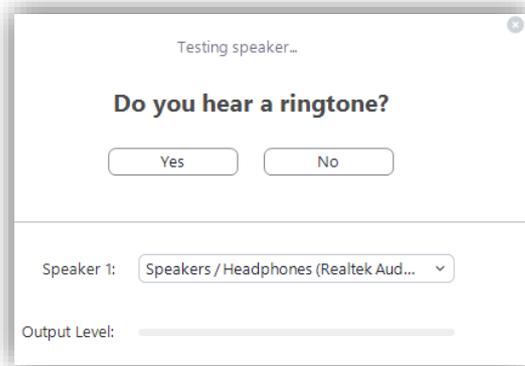
Configurations	Desktop	Android Tablets	iPad (not recommended)
Ram	4gb	4gb	2gb
Upload Speed	2mbps	2mbps	2mbps
Download Speed	8mbps	8mbps	8mbps
Processor	64-bit i3 and equivalent	Snapdragon 6x and equivalent	A9 – 64-bit ARM

## I cannot hear the classroom

- **Refresh the tab.** Click the **Refresh button**  or hold the **Ctrl** key and press the **F5** key.
- **Log out and log back in.**
- Check if you can hear the sound. Click on the **arrow** next to the microphone button and select **Test Speaker & Microphone**.



- Check the sound and the microphone:



### I cannot hear sound in **Device settings**.

- Play a random YouTube video.
- If you cannot hear this, the issue is with your computer or your headphones (go to next step).
- If you can hear it, the issue is with your connection to the classroom. Follow the steps in **Connection issue** section.
- Check whether you can hear offline videos.
- If yes, this might mean that you have not allowed Chrome to play sounds.

- If you cannot hear offline videos, the issue is most likely your headphones/speakers. Change headphones or stop using them for now.
- I **can** hear sound in device settings.
  - This is most likely an internet connection issue or something with your set-up. Refresh. This might solve the issue.
  - If not, follow steps in **Connection issue** section.
  - Note: It is always preferred to wear a headset with a built-in microphone.

## Rest of class cannot hear/see me

- **Refresh the tab.**
- **Log out and log back in.**
- Check if you can hear the sound. Click on the **arrow** next to the microphone button and select **Test Speaker & Microphone** (see **I cannot hear the classroom** section above). Make sure the microphone/camera test picks up on your sound/camera input and that the right devices are selected here.
  - **Device settings** does not pick up on my mic/camera: the issue is on your computer.
    - Check if the Camera/Mic works with Skype or other service. If yes, it is a permission issue. Complete the two steps below.
    - If no, your Camera/Mic is probably faulty. Switch computers, use an external Camera/Mic.
    - Check the browser. Have you allowed the browser to access the microphone and camera? If not, you should permit the browser to access both the microphone and the camera. To check the browser tab's access to the microphone and camera, click on the left side of the browser search bar and make sure both are set to 'Allow'. For screenshot see **System check fails on Mic check/Camera check** section below.
    - Make sure that in the computer's system settings it is allowed for Chrome to use the camera and microphone.
    - Make sure the camera/mic is not being used by another application in the background. **Close applications such as Skype, Teams or Facetime.**
  - If **Device settings** picks up on camera/mic, it is most likely an internet connection issue or something with your set-up. Follow steps in **Connection issue** section.

## **I am not showing on the list when the teacher has allocated breakout rooms**

- This is due to a connection issue (even a temporary one). Refresh your browser tab and you should appear on the list afterwards.

## **I cannot see the same slide as the others**

- This is due to a connection issue (even a temporary one). Refresh your browser tab.

## **I cannot see messages on chat**

- This is due to a connection issue (even a temporary one). Refresh your browser tab.

## **Echoing from a student or the tutor**

- Mute yourself when another student or the teacher are talking.
- You are strongly advised to wear a headset during the class. If you do not have one at hand, start wearing one from next class to stop the echoing and improve sound quality for all other users.

## **Background noise**

- Mute yourself when not speaking and try to sit somewhere quieter for the next class.

## **I keep dropping out**

- This is likely due to your set-up not meeting the minimum internet or device specifications. Follow the steps in **Connection issue** section.

## **I disappear after being allocated to breakout rooms**

- If your connections are unstable, you might not fully move to the breakout rooms. If you do not appear in a breakout room, refresh your browser tab.

## **I did not move to a breakout room when the tutor created them**

- Refresh. This will take you to the right breakout room.

## **Verifications**

### **Verifications: Video recorder not working**

- Allow access for Chrome to use your camera and microphone and check your settings on your computer.

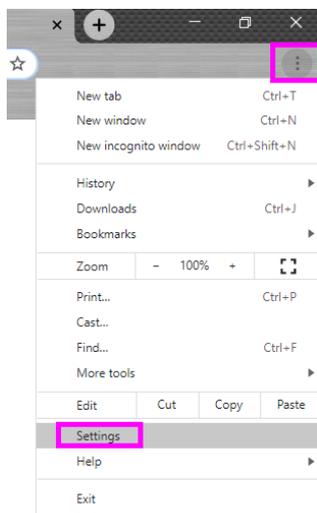
### **Verifications: I did not pass the system check.**

- Complete an internet test with the set-up you are planning to use in order to join the classes with:
  - <https://www.speedtest.net/> (this is a generic internet test, testing your connection to a nearby server)

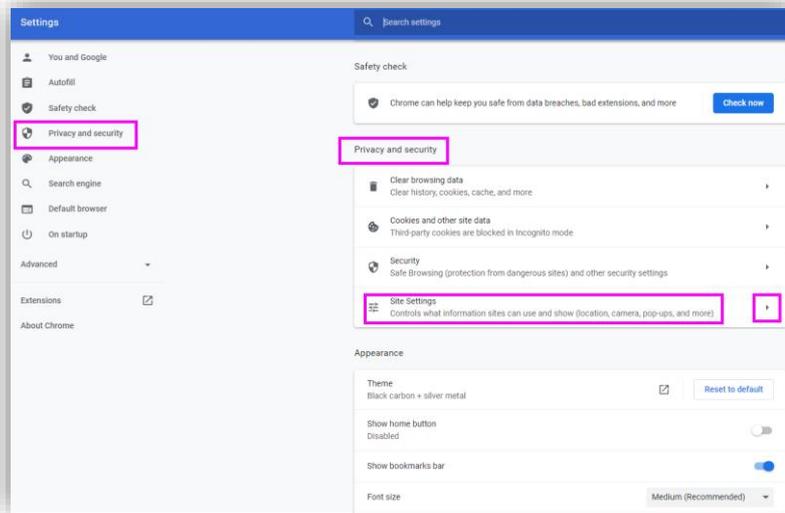
- The required is minimum 8Mbps download and 2 Mbps upload.
- Here are a few things you can do to improve your experience and connection during the classes:
  - If possible, use an ethernet cable connection rather than Wi-Fi. This can make the connection more stable.
  - Close all other tabs and applications using internet bandwidth when you are accessing the Virtual Class.

### System check fails on Mic check / Camera check

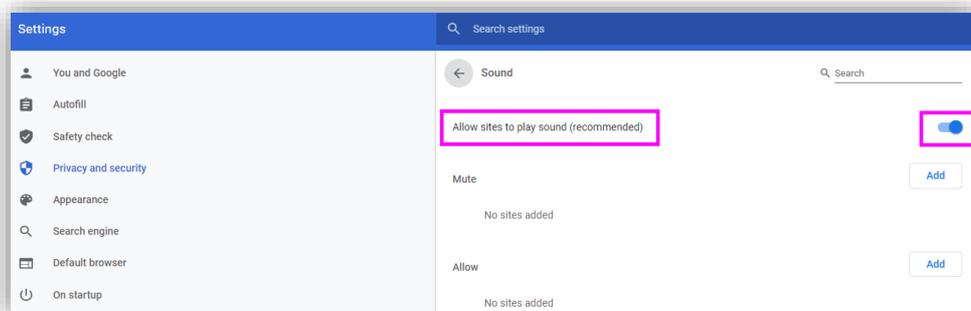
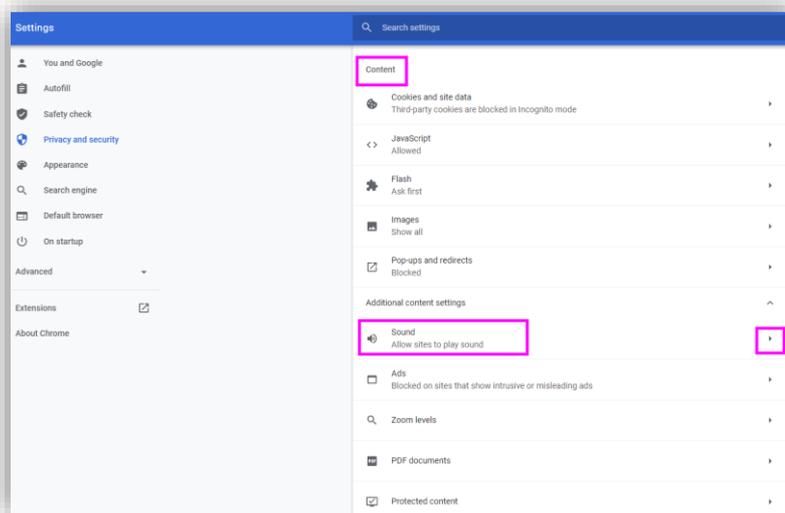
- Check the browser if you have allowed the browser to access the microphone. If not, then you should permit the browser to access it.
  - Click on the three vertical dots in the upper right-hand corner of your browser and select Settings.



- Select **Privacy and Security** in the left-hand menu, and in the Privacy and Security section select **Site Settings**. Click on the arrow.

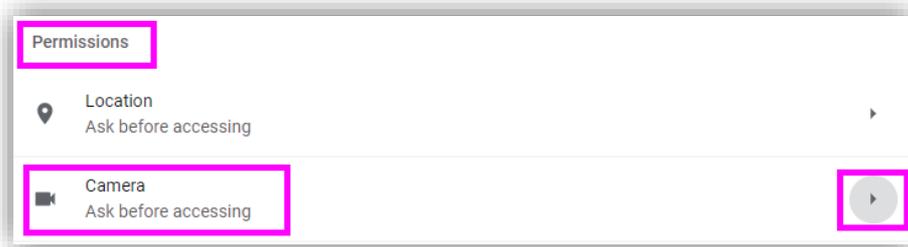


- Go to the section Content and click on the arrow next to Additional Permissions. Select Sound. Set the button to **Allow sites to play sound**.



- Also make sure that in the computer's system settings it is allowed for Chrome to use the camera and microphone.

- To check the browser tab's access to the camera, follow these steps:  
Go to your browser's **Settings** (as described above) > **Site Settings** > **Permissions** > **Camera**



### I completed everything other than the system check

- If the issue is with your internet speed, follow advice in the **System check fails on Connection check** section of this document.