

# [HTML5 version] How do I troubleshoot common problems with Virtual Classroom

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BrainCert's HTML5 Virtual Classroom is powered by WebRTC and it works on the most recent versions of **Chrome** and **Firefox** desktop browsers. WebRTC is a standard for transmitting audio and video between browsers in real time without having to install additional plugins. See supported browsers and devices [here](#).

## Use your camera and microphone in Chrome

You can use your camera and microphone for HTML5 Virtual Classroom in Chrome browser without any additional plugins or software. Sometimes, you need to give permission first. Click on the camera icon in the browser URL tab (right most side of the URL), and allow permission.



**Allow:** This allows the site to use your camera and microphone. You'll see a notice to confirm this.  
**Block:** This prevents BrainCert from using your camera and microphone. Note: HTML5 Virtual Classroom won't work if you choose this option. For example, you might not be able to join a video conference.

## Use your camera and microphone in Firefox

BrainCert will ask to use your camera or microphone at the beginning of each session, unless you've set your permissions to automatically block or allow access. Follow these steps to change these permissions settings.

1. Click on the camera icon in the address bar (left most side of the URL).
2. Choose "Share Selected Devices" to Use the Camera and Microphone.



## App specific settings

Many of these issues are general WebRTC or browser issues and not specific to HTML5 Virtual Classroom.

Make sure you have the correct microphone and webcam is selected in the app settings window. Click on the settings icon on the right top corner.



In the video settings popup in **Chrome** browser, make sure the correct camera is selected. The green level bar in audio box should change when you are speaking. This concludes you are using the correct devices selected.



In Firefox browser, it works differently. You won't see the green audio bar, so make sure the correct microphone is selected.



## Sound Quality

### • Hearing Feedback?

- Especially common with laptops and tablets.
- Don't run two clients in the same physical room (sound from the speaker on one computer enters the microphone of the other computer).
- Reduce the speaker volume.
- Use a headset.
- Use a conference microphone/speaker with built-in noise canceling.

## No Self Video

- Ensure no other program is using the camera (such as another brand of browser: Chrome and Firefox can't share a single camera on Windows).
- Test camera in another application (such as Skype)
- Completely close the browser then reopen it.
- Shutdown / reset camera and computer. Some cameras seem to freeze up (even Apple ones).
- No hardware / driver support. WebRTC in Android isn't enabled for all devices.

## Latency and slow connection

- The upload speed provided by most broadband providers is often much slower than the download.
- Try from a faster internet connection. Test your internet speed - <http://www.speedtest.net/>.
- Try a new datacenter region when scheduling a live class. If you are a student joining the session, check with your instructor.

## Self-test Page

Having problems using WebRTC with your browser? Go to [test.webrtc.org](http://test.webrtc.org) and try out their self-test. It produces some useful info.