Set Up Guide for Lessonspace Tutors

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LEARNING

1 BROWSER REQUIREMENTS

Windows or Linux or macOS: Chrome / Edge Chrome 115+ [Recommended]
Android: Chrome 115+ [Recommmended]
Firefox: Version 115+
iOS: Safari 16+ [Recommmended]
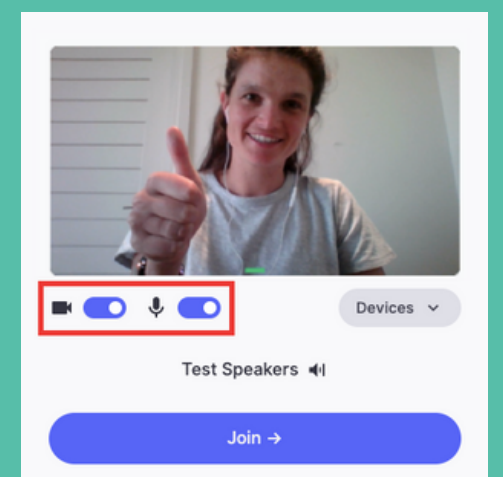
Set Up Guide

2 MINIMUM INTERNET SPEED

Test Speed

Check your internet speed and ensure that it is at least 6Mb/s download, and at least 4Mb/s upload.

3 CHECK YOUR DEVICES

Before joining a space, you get the chance to set up your microphone and camera and to choose your preferred audio and video source. Click on Devices and choose which source you wish to use

4 SETTING UP YOUR SPACE

Video Guides

You can set up the space prior to your lessons. See our course on the BYL Teacher Training Page for step by step instructions on how to use our online tools

5 WHITEBOARD TOOLS

Whiteboard Guide

You have the same view and tools as your student. Please refer to the guide on how to use our whiteboard tools effectively during lessons
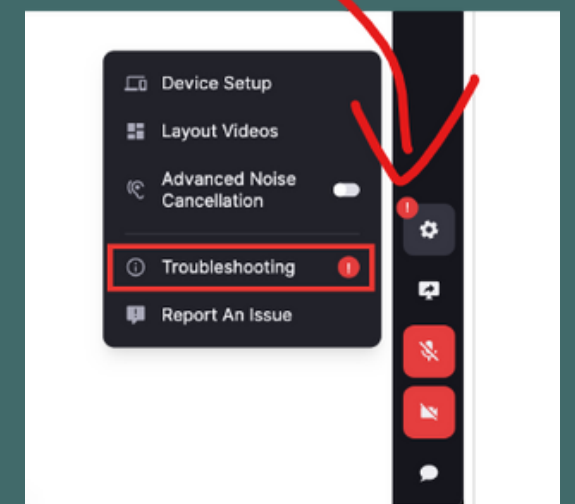
Troubleshooting on Lessonspace Tutors

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1 REFER TO THE TROUBLESHOOT MENU

If you have an exclamation mark in your space/ student space click to resolve. View the troubleshoot menu guide

2 INTERNET SPEED

Test Speed

- Check your/student internet speed and ensure that it is at least 6Mb/s download, and at least 4Mb/s upload.
- Close other tabs that use the internet and sit closer to the router.
- Ensuring no other family members are streaming/ gaming will also help.

3 SOUND/CAMERA ISSUES

Audio/ Video Guide

Mostly occur when you/student have not granting the necessary browser permissions or by not having the correct audio/video source selected. Please work through suggestions in the linked guide:

- **Allow permissions** when your browser asks to access your microphone and camera.
- Ensure that your **computer or mobile is not muted,** you have a working speaker and microphone (built-in or external) connected to your computer or mobile.
- Select the **correct microphone and camera source** from the device set up menu on the log in page.

4 WHITEBOARD ISSUES

A laggy or slow whiteboard is generally caused by a slow internet connection, or having too many files on one whiteboard.

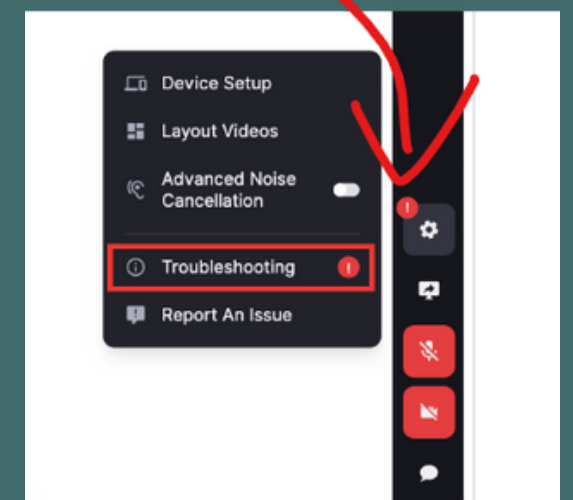# Rare Troubleshooting Issues

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1 BLANK STUDENT SCREEN AND NO STUDENT SOUND

Walk through normal trouble shoot with the family for normal audio/visual issues.

If this is not easily solved see steps 2 and 3.

2 SOUND BAR NOT MOVING?

If the sound bar is not moving it means you don't have a microphone being picked up or you have a muted device connected to your computer.

Here's a guide on **How to test if my microphone is working?**
In the chat ask the following questions to resolve:
- Have you or the user pressed the mute button on the keyboard?
- Can you check which device you are connecting to?
- Ask student to check they are not blocking their devices
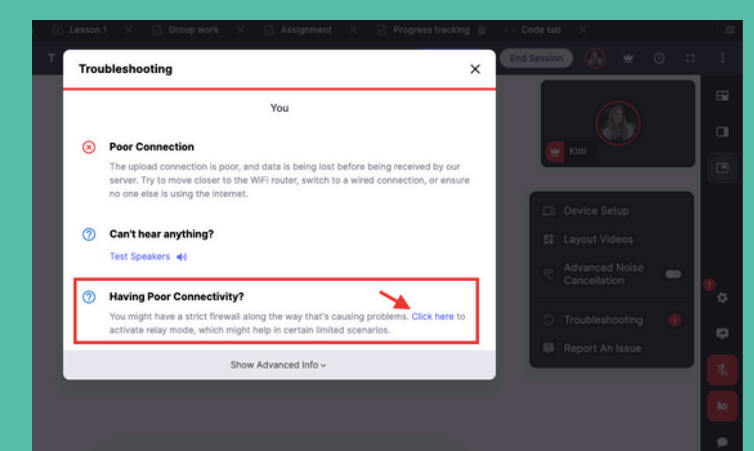
Audio Visual Guide
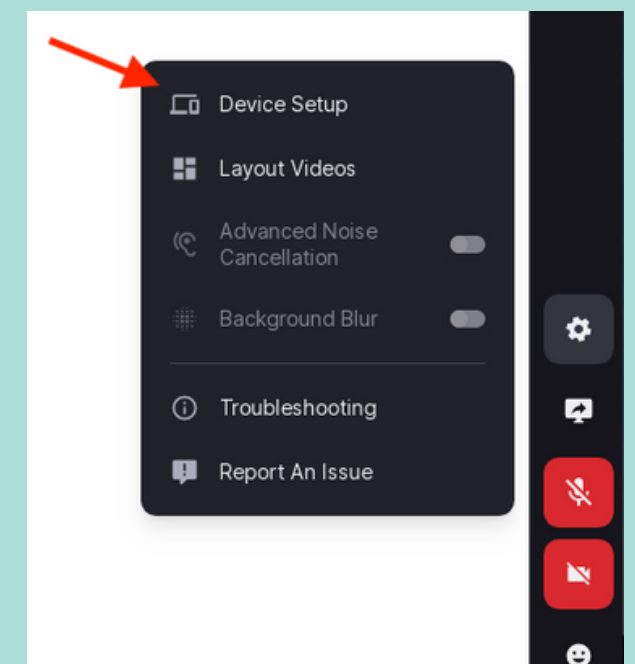
3 FIREWALL ISSUES

If you are teaching at school/ central government building the network can at times create a firewall in reaction to some lessonspaces. Here is how to resolve this:

- Try activating relay mode (This will be prompted in troubleshoot box)

APOLOGISE AND EXIT LESSON IF IT CAN'T BE RESOLVED AT THIS STAGE. FLAG LESSON IN NOTES

Relay Mode

DON'T WORRY- WE ARE HERE TO SUPPORT YOU!
FLAG YOUR LESSON IN TEACHWORKS IF YOU NEED HELP