

# Set Up Guide for LessonSpace



## BROWSER REQUIREMENTS

1

Windows or Linux or macOS: Chrome / Edge Chrome 78+ [Recommended]  
Android: Chrome 78+ [Recommended]  
iOS: Safari 12+ [Recommended]

2

## MINIMUM INTERNET SPEED

To have a smooth screen sharing experience, ensure a minimum of 4Mb/s upload.

[Test Speed](#)

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

[Video Guide](#)

4

## TROUBLE SHOOTING

Connectivity or audio and video issues are indicated in Troubleshooting menu. Refer to our troubleshoot guide for more info.

5

## VIEW YOUR SPACE BETWEEN LESSONS

You can view the recorded lesson via your weekly Lesson Notes. In addition you can access LessonSpace through the usual link AT ANY TIME to review the learning or complete homework.

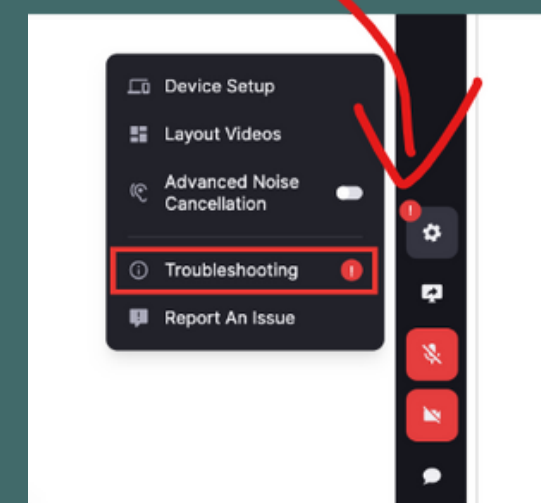
# Troubleshooting on Lessonspace



# 1

## REFER TO THE TROUBLESHOOT MENU

If you have an exclamation mark in your space click to resolve.



# 2

## INTERNET SPEED

[Test Speed](#)

- Check your internet speed and ensure that it is at least 5Mb/s download, and at least 3Mb/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 not granting the necessary browser permissions or by not having the correct audio/video source selected. Please make sure that you:

- 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. Please follow the steps listed in the Connection issues section, or try deleting large images from the whiteboard.