

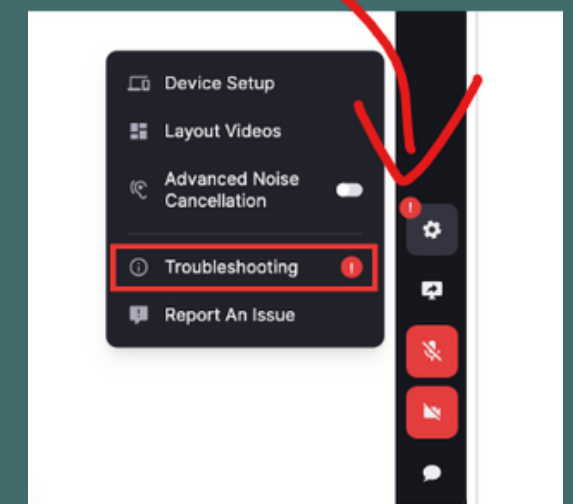
# Troubleshooting on Lessonspace



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.