Troubleshooting ReadyTech Platform for DI Training Courses

- 1. Use Google Chrome, Mozilla Firefox or Microsoft Edge browsers ONLY!
- 2. Make sure you are not connected to a VPN.
- 3. Perform the pre-check in the same location as where you are taking the class, using the same connectivity/network/internet/browser.
- 4. If not seeing things move or see a spinning wheel (screen loading), try:
 - □ CTRL+ F5; if not fixed then
 - □ reload screen (arrow next to URL address at top); if not fixed then
 - \Box log off and then log back on
 - recheck connectivity and network performance by repeating pre-check.
 Select your name in upper right corner, from drop down select Pre-Check.



- 5. Try using a Hot Spot to connect to the internet.
- 6. If you are not able to load the lab VM, try changing the RTV connection method to Matchmaker. Select you name in upper right corner, from drop down select Settings. Change RTV connections method to Matchmaker.

lettings	
General On-screen keyboard	
Language	
English	~
Theme	
Default	~
Gateway	
DC2 Wilne HTTPS (Defa	*
RTV connection method	
MatchMaker connection	v
Gateway connection (default) MatchMaker convection	
Enable	v
	Cicce

DATAINN-1059814967-173 v4.0

If the above steps do not resolve the issue, contact ReadyTech Support by using the Support tab on the menu bar. You can enter a ticket for email or use the blue icon on bottom right of Support screen to send an instant message.

y Classroom	Library Lab	Support		Carolyn Spencer (8977864301) +	
ReadyTec We are here to e	ch Support		perience. Reach us 24x7x365 in any of the following ways:		
Online help			Support contact form		
View now Product dow	nloade		Access code 8977864301		
View downloads			Nume		
Email			Email		
get-support(bres Chat	adytech.com		Phone		
Chat now Call			Mossage		
Americas: +1-51	0-834-3344				
US toll free: +1-8	300-707-1009				
APAC: +61-291-4	916448		Send		
EMEA: +31-858-	880632				

Or call ReadyTech: Americas: +1-510-834-3344 US toll free: +1-800-707-1009

Working with Virtual Classroom and local firewalls and ReadyTech

In the vast majority of cases, people should be able to connect to and use the ReadyTech Virtual Classroom without allowing any specific ports or IP addresses. Students and instructors can always check this connectivity by going to https://instructorled.training/system-precheck

If possible, allow all access to *.readytech.com over port 443. If that's not possible, or does not work, continue to allow the IP and ports below:

- *.readytech.com on TCP (ports 80, 443) and UDP (ports 3478,5349,33478)
- 64.71.3.161, 64.71.3.162 (Janus) on UDP (ports 20000-40000)

Audio and Microphone Setup with ReadyTech

We will be using ReadyTech audio for this training. You may need to make changes to your internet browser to allow the website to access your microphone. Please check in your browser settings that the website,

https://datainnovations.instructorled.training/ can access your microphone.

To change a site's microphone permissions in Chrome:

- 1. Open Chrome 🥯.
- 2. At the top right, click More Settings.
- 3. Under "Privacy and security," click Site settings.
- 4. Click Microphone.
 - [□] To allow a site that you already blocked: Under "Blocked," select the site's name and change the camera or microphone permission to "Allow."

from support.google.com/chrome

If prompted for permission to use to the microphone, for this webpage, select Allow.



Once in the ReadyTech Classroom, make sure your microphone is unmuted using the Audio & video box or using the microphone next to your name in the participants list.

▼ Audio & video	٥	1
Camera		
Meeting	1.	2
Participants	+	63
요 Marcy Anderson 교	@ %	

You also may need to adjust your microphone settings in ReadyTech. In the right pane of the Classroom, select the settings gear in the Audio & video box.



With the Audio option selected, use the drop-down menu under Microphone to select the correct device. When the correct microphone is selected, you should see movement in the blue bar below where you chose your device.

Audio and vide, settings	×
Audio Video	
Speakers	
Default - Speakers/Headphones (Realtek(R) Audio)	
▷ Test speakers	
Microphone	1
Default - Microphone Array (Realtek(R) Audio)	

If dial-in option is enabled:

1. Click the options menu next to "Audio & video"

Classicolli	"
▼ Audio & video	¢ ;
Dial-in details	
Classroom audio	•
Duch to talk	- 16

- 2. Click Dial-in details
- 3. Follow the steps on the screen