

Issue	Possible Solution
"License Not valid" message appears on the start screen	→ This happens when there are no more licenses available associated to your account. Please refer to the Kiber contact point in your organization or contact VRMedia Support Service at <a href="mailto:helpdesk@vrmedia.it">helpdesk@vrmedia.it</a> to report the situation.
All experts hear the echo of all others session's audios	→ Make sure you are using headset/earphones with the Kiber 3 Field Application.
Cannot properly access iOS device's photo gallery when uploading and/or saving images and/or screenshots	→ Make sure you choose the option "Allow access to all photos" in the Kiber 3 Field Application permissions' settings.
I get the message "Failed to load" from the Kiber 3 Field Application	<ol style="list-style-type: none"><li>1. This might be due to a (temporary) lack of internet or to a slow connectivity which might cause a connection timeout toward the Kiber Server.</li><li>2. Please check your connectivity status/throughput and latency and/or change network connection.</li></ol>
I can't unmute the Helmet on Microsoft Teams	<ol style="list-style-type: none"><li>1. If you muted the Helmet from Microsoft Teams, you need to leave the session and join it again from the mobile application.</li><li>2. Please note that you need to use the mobile application utilities to mute and unmute the Helmet.</li></ol>
Crash Mobile App during Manual Wi-Fi Network entry, in case you use the system keyboard to give the confirmation	Use the "Add new network" button to confirm adding Network manually. NB: Do not use the system keyboard to give the confirmation added Wi-Fi Network.

