

| Issue | Possible Solution |
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| Occasional cracking noise is perceived | <ol style="list-style-type: none"> 1. Make sure you are running the Kiber Web Application from a PC/laptop with enough CPU processing power. Please refer to the specifications provided. 2. If you are running the Kiber Web Application from a Laptop make sure the laptop is connected to the power supply and/or it is configured in "Max Performance" Mode |
| Occasional cracking noise is perceived when sharing the desktop | <ol style="list-style-type: none"> 1. See point above. 2. In case you are using multiple monitors, please try to decrease the resolution of the screen you want to capture/share. |
| Some participants hear echoes | → This might be caused by the use mismatched microphone and external speaker devices which often lead to cause echo. Therefore, it is recommended to use a headset for best audio performance. |
| Occasional perceived disconnection of other experts | <ol style="list-style-type: none"> 1. Make sure you have a good connection to the server. This can be checked by looking at the "Network Quality Indicator" on the screen which should not be in the red zone. 2. Please check CPU usage on your machine. Make sure you are running the Kiber Web Application from a PC/ laptop with enough CPU processing power. Please refer to the specifications provided. 3. Disable VPN if this is possible. |

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| Incoming voice from the field (i.e. Helmet or Smart Device) comes with a low volume | → On the Kiber Web Application there is a feature which enables the Primary Expert to boost the audio level coming from the field. Please use this capability to enhance the volume. |
| The Kiber Web Application cannot reach the Kiber Server, but it is possible to navigate on the Internet | → Please check firewall policies on your corporate network. In fact, it might happen that traffic towards Kiber Server is blocked (e.g., MAC Address based filtering; TPC/IP and/or UDP protocols filtering). |
| Expert's Audio and/or Video do not work | <ol style="list-style-type: none"> 1. Please make sure you granted access to microphone and camera when requested by the browser. 2. In case this does not work, try to proceed as follows: <ol style="list-style-type: none"> a. Remove the already granted accesses (on the right side of the browser's address bar) b. Refresh the web page. c. Grant access again when prompted. |
| Screensharing does not work on MAC | → Please check the following: <ol style="list-style-type: none"> a. Go in "System Preferences" on the MAC b. Select "Screen Sharing" c. Enable the "Allow Screen Sharing" options |