


Issue	Possible Solution
System is using the smartphone microphone instead of Kiber Headset	<ol style="list-style-type: none"> <li>1. Click on the Bluetooth icon</li> <li>2. Pair the Kiber Headset to your smartphone.</li> <li>3. Reboot the K3 Mobile Application</li> </ol>
Paired Headset doesn't work	<ol style="list-style-type: none"> <li>1. Open the K3 Mobile Application</li> <li>2. Click on the Bluetooth icon</li> <li>3. Go to "Pair a new device" and click on the Kiber Headset</li> <li>4. Reboot the K3 Mobile Application</li> </ol>
If a Kiber Headset is already paired	<ol style="list-style-type: none"> <li>1. Go to "Forget paired device"</li> <li>2. Go to "Pair a new device" and click on the Kiber Headset</li> <li>3. Reboot the K3 Mobile Application</li> </ol>
Expert voices volume too low inside the Headset	<ol style="list-style-type: none"> <li>1. Check the mixer of the Smartphone</li> <li>2. Do a "Volume Up" on the mobile</li> </ol> <p>If the volume is already at maximum:</p> <ol style="list-style-type: none"> <li>3. Do a "Volume down and volume up"</li> </ol>
Helmet doesn't work if smartphone is in standby status	<ol style="list-style-type: none"> <li>1. Check if the active camera is the helmet one (the mobile one doesn't work if the mobile is in standby status)</li> <li>2. In case you need to work with the smartphone inside your pocket, you can activate the lock screen mode on the mobile application</li> </ol>
Helmet streaming doesn't work	<ol style="list-style-type: none"> <li>1. Check what you can see inside the binocular visor</li> </ol> <p>If the the displays are black, reboot the helmet unit.</p> <p>N.B: in order to avoid this behavior, please wait until the Unit has properly completed the booting phase before enabling the USB Tethering</p>
Black streaming on Teams	<ol style="list-style-type: none"> <li>1. Check if the active camera is the handcam one</li> <li>2. Try changing the active camera</li> </ol> <p>N.B: the Handcam can't be used on Teams</p>
Cannot reach the server/cannot load the Kiber Web Platform	<ol style="list-style-type: none"> <li>1. Check your Firewall</li> <li>2. Allow port 80 and 443 on the following servers: kiberserver1.vrmedia.it, kiberserver2.vrmedia.it, kiberserver3.vrmedia.it, kiberserver4.vrmedia.it, kiberserver5.vrmedia.it, kiberserver6.vrmedia.it, kiberserver7.vrmedia.it, kiberserver8.vrmedia.it, kiberserver9.vrmedia.it, kiberserver10.vrmedia.it, kiberserver11.vrmedia.it</li> </ol>
Do not have connectivity from GlocalMe router using local SIM	<ol style="list-style-type: none"> <li>1. Make sure the SIM DOES NOT have PIN Code. If this is the case, remove the PIN code using a standard mobile phone.</li> <li>2. Make sure SIM's APN is properly set according to the local operator settings for data traffic.</li> </ol>

Issue	Possible Solution
Cannot find the Helmet/Handcam (if provided) in the device list during the configuration through the Kiber 3 App	<ol style="list-style-type: none"> <li>1. Make sure the smartphone used for the configuration has Bluetooth and Localization Services (GPS) enabled.</li> <li>2. In case configuration panel gets stuck on "Waiting" message, please reset smartphone's Bluetooth and try again.</li> </ol>
Cannot configure the Helmet/ Handcam with the App	→ See point above
iPhone hotspot not detected	<p>→ This might be due to Apple's policy which disables the hotspot in case no devices connect within 90 sec. from its activation. Enable the hotspot from the iPhone's "Settings" page and stay on that page until Kiber device(s) connects.</p> <p>→ If you are using iPhone 12 or later with iOS 14.0.1 or later, you might need to manually switch from 5GHz Wi-Fi band to 2.4GHz for Hotspot tethering. To do so, open "Settings", then touch "Personal Hotspot" in the root list and slide the "Maximize Compatibility" toggle to the ON position.</p>
GlocalMe router gets stuck during booting	→ Should this happen, please try to connect the device to the USB port of the laptop/PC.
Kiber devices are connected (a valid IP address is showed in the helmet visors), but no video/audio stream is received/transmitted	→ Please check firewall policies on your corporate network. In fact, it might happen that traffic towards Kiber Server gets blocked (e.g., due to MAC Address based filtering; TPC/IP and/or UDP protocols filtering)
I have lost/forgotten the Session Code/ Client Code needed for the connection	<p>→ Open Kiber 3 Field Application on your smartphone:</p> <ol style="list-style-type: none"> <li>a. select the Configuration icon  and wait for the scan process to complete.</li> <li>b. Choose the Helmet/Handcam to be used from the list on the screen.</li> <li>c. Read the predefined settings showed on the screen in the configuration panel.</li> </ol>
Crash Mobile App during Manual Wi-Fi Network entry, in case you use the system keyboard to give the confirmation	<p>Use the "Add new network" button to confirm adding Network manually.</p> <p>NB: Do not use the system keyboard to give the confirmation added Wi-Fi Network.</p>