TROUBLESHOOTING



by

The Vista



Troubleshooting

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TECHNICAL REQUIREMENTS

What are the Technical Requirements and Supported Computer Devices for using BEPlace Video Call?

General Requirements:

- Must use a compatible browser on your computer device
- Must have a webcam attached to the computer or laptop
- Must have sound input and output

Supported desktop and laptop devices:

Windows Desktop

i5-8400T @ 1.7GHz 8GB RAM Windows 10

Windows Laptop

i5-3320M @ 2.6GHz 8GB RAM Windows 10

Mac Desktop or Laptop 2.2 GHz i7 8GB Ram

What Operating Devices and Browsers are Supported on BEPlace Video Call?

At the moment we only support the following operating systems and browsers:

Operating System (OS)	Operating System (OS) Version	Browser	Browser Version
Мас	10.13+	Chrome	77+
	10.14+	Chrome	77+
Windows	10	Chrome	77+
IOS Mobile Web	12.4.1+	Safari	12.1+
Android Mobile Web	7+	Chrome	77+



Please note though, when using mobile, you will not be able to share your screen. Therefore, for sharing your screen while video calling in BEPlace, you must use computer or laptop.

How to Troubleshoot Your Internet Speed

Use this article if video call in BEPlace appears sluggish. You may have an issue with your internet speed.



We recommend a minimum of 8 Mb/s download speed to maintain a high quality and stable connection

If your internet speed is less than 8 Mb/s download, here are some ways you can optimize your internet speed:

- Close all other applications running in the background
- Place your operating device near your router
- Turn off any other devices using wifi as this can affect video quality
- If you need to have 2 devices, keep them separated
- Change the location of your router (or contact your Internet service provider to help with this)
- Contact your Internet provider to update your internet plan

How to Troubleshoot Your Firewall

If you are using a work laptop or work connection especially, problems with your network firewall settings can often result in issues such as the following:

- 1. Unable to turn on your camera and microphone
- 2. Cannot see or hear other people in video call room
- 3. Unable to send or receive messages via the chat in video call room

If you are facing familiar issues as above, contact your company's IT department to verify that your firewall meets these minimum requirements:

- Open TCP port 80, 443 & 3433
- Open UDP port 3478 & ports from 1025 to 65535



- Only the TCP port 443 and UDP port 3478 is required.
- UDP ports 1025 65535 are optional (but recommended for the best possible experience).
- These ports only accept inbound traffic after an outbound request is sent.
 The connection is bidirectional but is always initiated from the corporate network/client so it is not possible for an external entity to send malicious traffic in the opposite direction.

How to Access BEPlace using a VPN

If you are facing issues with trying to join a BEPlace video call or use functionality such as your microphone or camera, this may be due to your Virtual Private Network (VPN).

Using a VPN in BEPlace can often result in issues such as the following:

- Unable to join a BEPlace video call
- Unable to turn on your camera and microphone
- Cannot see or hear other people in video call

If you are facing issues similar to any of the above, we encourage you to please follow these steps:

STEP 1: Contact your IT department or VPN provider and ask them for guidance on the following recommendations:

- Open TCP port 443, 80 & 3433
- Open UDP port 3478

• If possible, open UDP ports 1025 to 65535



- Only the TCP port 443 and UDP port 3478 is required.
- UDP ports 1025 65535 are optional (but recommended for the best possible experience).
- These ports only accept inbound traffic after an outbound request is sent. The connection is bidirectional but is always initiated from the corporate network/client so it is not possible for an external entity to send malicious traffic in the opposite direction.

STEP 2: Remove the authentication login for the VPN (you may need to contact your VPN provider for assistance).

STEP 3: If you continue to have trouble with the VPN, please contact your IT department or VPN service provider for further assistance.

REVIEW YOUR SETTING

Depending on the issue you are facing, it may be a problem with the device or browser settings. Here are a couple of articles you can refer to check your device/ browser settings:

Microphone/	Device issue	<u>My Mac Camera or</u> <u>Microphone is Not Working</u>		
Camera issue		My Windows 10 Camera or		
		Microphone is Not Working		
		<u>My Android Camera and</u> <u>Microphone is Not Working</u>		
		<u>My iPhone Camera and</u> <u>Microphone is Not Working</u>		
	Browser issue	How to Allow Chrome Access to my Camera and Microphone		
Screen Sharing issue	Device issue	<u>Common Issues with Screen</u> <u>Sharing</u>		
		<u>Screen Sharing does not work</u> on MacOS Mojave or Catalina		
	Browser issue	Which Browsers support Screen Sharing on BEPlace video call?		
		<u>Common Issues with Screen</u> <u>Sharing</u>		

My Mac Camera or Microphone is Not Working

<u>Solution 1</u>: Try refreshing your browser

- Soft Refresh: CMD + R
- Hard Refresh: CMD + SHIFT + R

<u>Solution 2</u>: Check to make sure you are using a compatible device and browser.

Check for the list of compatible devices and browsers at <u>supported computer devices</u> and <u>supported browsers</u> article.

Solution 3: Confirm the Microphone/ Camera settings for your browser.

Following these solutions to allow Chrome Access to my Camera and Microphone:

- 1. Give Browser Immediate Access to Camera and Microphone
 - 1.1.Once you're in a video call room, a popup should appear in the upper left corner of your screen asking for permission to use your camera and microphone. Click 'Allow'



1.2.If the above popup does not appear, click the 'lock' icon on the left-hand side of the URL, and next to 'Camera' and 'Microphone' select 'Allow' from the respective drop-down menus.



2. Check the Browser Settings for Camera and Microphone Permissions

You can also change your browser's camera and microphone permissions by adjusting your browser settings:

2.1.When you're in video call room, click on the 'More' button (3 dots) in the upper right corner next to the URL and then click 'Settings'



2.2.Select the 'Privacy and Security' tab and then click 'Site settings'



2.3.Scroll down to the Permissions section, and then click on 'Camera' or 'Microphone



2.4. Turn on the option for 'Ask before accessing'



2.5.Check to see whether **beplace.thevista.co.th** is listed as one of the sites blocked. If it is then click on the site's name and change the '**Camera**' and '**Microphone**' permission to '**Allow**'

← bepla	ace.thevista.co.th		
Usage			
210	B · 4 cookies		Clear data
Permission	S	Rese	t permissions
Q	Location	Ask (default)	-
	Camera	Allow	-
Ŷ	Microphone	Allow	•
((•))	Motion sensors	Allow (default)	•

Solution 4: Try a Private Browser

Depending on your browser, try using a Private Browser (may also be called Incognito) or Guest Mode.

1. Incognito/ Private Window on Chrome: Click 'File', and then 'New Incognito/Private Window'



2. Guest Mode on Chrome: Click your Profile Picture in the upper right corner of your screen, and then click 'Guest'



<u>Solution 5</u>: Disable your VPN

If you are currently using a VPN, please disable that, and try logging back into the BEPlace. We have seen some issues where a VPN has interfered with the ability to use the device's camera and microphone properly.

If you must use a VPN, then please check out <u>VPN</u> <u>troubleshooting</u> article for further guidance.

Solution 6: Disable Anti-Virus Software

If none of the methods above work, check if there is antivirus software enabled, if there is, temporarily disable it and then refresh the page to see if the camera or microphone is working when the antivirus software is disabled

Solution 7: Plug out and Plug in your Microphone/ Camera

If you are using an external webcam or microphone, please try to unplug this from your computer first. And then try plugging it back in, and refreshing your page. *Solution 8:* Shut down all other applications that may be using/ used your device's camera and/or microphone

If you have recently been using your camera and/or microphone on other applications such as Google Hangouts, Zoom, Skype e.t.c., please make sure to properly shut down these other applications as they may be retaining control of your device's camera and microphone.

<u>Solution 9</u>: Allow your browser to access your computer's Microphone and Camera

1. For MacOS 10.14 (Mojave) or above users:

In MacOS Mojave, Apple has introduced some system-level privacy controls for your mic and camera. These are great for privacy, but it is possible that your browser was mistakenly blocked from accessing your mic and cam. You can check on this and allow your browser to access your microphone and camera from the Security & Privacy section in your System Preferences.

Here's how:

1.1.Open up System Preferences



- 1.2. Click on the 'Security & Privacy' section
- 1.3.Select the '**Privacy**' tab
- 1.4.Click on '**Camera**' from the list of options, and tick the box next to the **Chrome**



- 1.5.Repeat step 1.4. for your 'Microphone'
- 1.6.After doing this, restart your browser for the updates to take affect

2. For MacOS 10.13 (High Sierra) and earlier users:

If you use an older version of MacOS, there are **no system level controls** for your camera, and instead MacOS will default to the settings on the application level. However, if your mic selection isn't sticking, there **is a system level control** for your mic.

Here's how you can adjust this:

- 2.1.Open up System Preferences
- 2.2.Click on '**Sound**' and then select the Input tab
- 2.3.This area will list all input devices that are available, select the device you would like to use for Input

	Sound	Q Search
	Sound Effects Output Input	
Select a device for sound in	put:	
Name	Туре	
Internal Microphone	Built-in	
Settings for the selected devi	ice:	
Settings for the selected devi	ice:	
Settings for the selected devi Input volume: Input level:	ice:	
Settings for the selected devi Input volume: Input level:	ice:	?

Solution 10: Check for Audio Inputs and Outputs on your Device

You also need to check that the right audio inputs and outputs are selected in the settings, here's how you can check this:

10.1.Open up System Preferences



10.2.Click on 'Sound'



10.3.Click on the '**Output**' tab and select the desired output option from the list

Sound Effects Output Input	
utput:	
Туре	
Headphone port	
HDMI	
Network device	
ice:	
left right	
	(
	Mute
✓ Show volume in menu bar	
	Itput: Type Headphone port HDMI Network device ice: Itel Itel

10.4.Click on '**Input**' tab and select the Input you want from the list

• • < >	Sound	Q. Search
	Sound Effects Output	Input
Select a device for sound in	iput:	
Name	1	Гуре
External Microphone	Ν	Microphone port
AirParrot Soundflower (2ch) Soundflower (64ch) LogMeln Remote Sound	,	Network device
Settings for the selected dev	ice:	
Input volume:		
Input level:		
	🔽 Use ambient noise reduc	tion ?
Output volume:	Show volume in menu ba	r ■()) □ Mute

Solution 11: Switch Computers

If you are currently on a work laptop, please try switching to a personal device instead, as company firewalls may be interfering with the ability to use your camera and microphone.

If it is necessary to use your work laptop, please take a look through <u>firewall troubleshooting guidelines</u> article first (you may have to consult with your IT team to work through the steps).

Solution 12: Log out and Log back in

Try logging out of BEPlace and logging back in (If you are in a video call room, then click end meeting first).

Solution 13: Restart your Computer

If all other options thus far have not worked, please try to shut down your computer and restart it once again.

My Windows 10 Camera or Microphone is Not Working

Solution 1: Try refreshing your browser

- Soft Refresh: CTRL + R
- Hard Refresh: CTRL + SHIFT + R

<u>Solution 2</u>: Check to make sure you are using a compatible device and browser.

Check for the list of compatible devices and browsers at <u>supported devices</u> and <u>supported browsers</u> articles.

<u>Solution 3</u>: Allow Chrome to access your microphone and camera

1. Give Browser Immediate Access to Camera and Microphone

To give Chrome permission to use your microphone and/or camera, please follow the below instructions:

1.1.A popup should appear in the upper left corner of your screen asking for permission to use your camera and microphone. Click 'Allow'



1.2.If the above popup does not appear, click the 'lock' icon on the left-hand side of the URL, and next to 'Camera' and 'Microphone' select 'Allow' from the respective drop-down menus



2. Check the Browser Settings for Camera and Microphone Permissions

You can also change your browser's camera and microphone permissions by adjusting your browser settings:

2.1.When in the BEPlace video call, click on the 'More' button (3 dots) in the upper right corner next to the URL and then click 'Settings'



2.2. Select the 'Privacy and Security' tab and then click 'Site settings'

← → C S Chrome chrome://settings/privacy					
Sett	ings	۹	Search settings		
•	You and Google	Privacy	y and security		
Ê	Autofill				
۲	Safety check	Î	Clear history, cookies, cache, and more	•	
۲	Privacy and security		Cookies and other site data		
۲	Appearance	v	Third-party cookies are blocked in Incognito mode	,	
Q	Search engine	۲	Security Safe Browsing (protection from dangerous sites) and other security settings	•	
	Default browser		Site Cettinge		
Ċ	On startup	뱎	Controls what information sites can use and show (location, camera, pop-ups, and more)	• •	
Adva	nced -	×	Privacy Sandbox Trial features are on		

2.3. Scroll down to the **Permissions section**, and then click on '**Camera**' or '**Microphone**'



2.4. Turn on the option for 'Ask before accessing'

← Camera	Q Search
HD WebCam (0bda:57f3) User	
Ask before accessing (recommended)	

2.5.Check to see whether **beplace.thevista.co.th** is listed as one of the sites blocked. If it is then click on the site's name and change the '**Camera**' and '**Microphone**' permission to '**Allow**'

← beplace.the	vista.co.th		
Usage			
210 B · 4 co	okies		Clear data
Permissions			Reset permissions
Locat	ion	Ask (defau	It) 👻
🖿 Came	ra	Allow	•
🌷 Micro	phone	Allow	•
(+) Motio	n sensors	Allow (defa	ault) 👻

Solution 4: Press F8

It is still not clear why this works but some users found that the Windows camera started to work after **pressing the F8 key**. The F8 method doesn't always work though, but it is a trick that is very simple to try Depending on your browser, try using a **Private Browser** (may also be called Incognito) or **Guest Mode**

1. Incognito/ Private Window on Chrome: Click '**File**', and then '**New Incognito/Private Window**'



2. Guest Mode on Chrome: Click your Profile Picture in the upper right corner of your screen, and then click '**Guest**'



<u>Solution 6</u>: Disable your VPN

If you are currently using a VPN, please disable that, and try logging back into the BEPlace. We have seen some issues where a VPN has interfered with the ability to use the device's camera and microphone properly.

If you must use a VPN, then please check <u>VPN troubleshooting</u> article for further guidance.

Solution 7: Disable Anti-Virus Software

If none of the methods above work, check if there is antivirus software enabled, if there is, temporarily disable it and then refresh the page to see if the camera or microphone is working when the antivirus software is disabled.

Solution 8: Plug out and Plug in your Microphone/ Camera

If you are using an external webcam or microphone, please try to unplug this from your computer first. And then try plugging it back in, and refreshing your page. **Solution 9**: Shut down all other applications that may be using/ used your device's camera and/or microphone

If you have recently been using your camera and/or microphone on other applications such as Google Hangouts, Zoom, Skype e.t.c., please make sure to properly shut down these other applications as they may be retaining control of your device's camera and microphone.

Solution 10: Allow applications access to your computer's Microphone and Camera

In Windows 10, you're able to set a default Mic, but there are also system-level Camera permissions on which applications can access your camera. Here's how to set these:

1. Click on the Microsoft icon and click the Settings icon



- 2. Select 'Privacy' and then search for 'Camera'
- Scroll down and look for the section 'Allow access to the camera on this device' and click the 'Change' button under 'Camera Access for this device is on'



If it is already on, turn it off and then turn it back on

- 4. And make sure the toggle option for 'Allow apps to access your camera' is also turned on
- 5. Finally, make sure to turn on the toggle option for 'Allow desktop apps to access your camera'



- 6. To allow microphone permissions, go back to the Settings page and select 'Privacy' and then click '**Microphone**'
- 7. Under 'Allow access to the microphone on this device' and click the 'Change' button under 'Microphone access for this device is on'



8. Make sure the toggle option for 'Allow apps to access your microphone' is turned on



9. Finally, scroll down and look at 'Allow desktop apps to access your camera' and make sure the toggle option is on



<u>Solution 11</u>: Check for Audio Inputs and Outputs on your Device

- 1. Open up the Settings panel
- 2. Select 'System' settings and click on 'Sound'
- 3. Scroll down to the Input section and use the dropdown menu to select the desired input device



Check by testing your microphone and make sure that it is receiving and works

← Settings		-	٥	×
û Home	Sound			
Find a setting	2 Give feedback			
System	Input			
	Choose your input device			
☐ Display	Microphone (Realtek High Definitio			
ላ») Sound	Certain apps may be set up to use different sound devices than the one selected here. Customize app volumes and devices in advanced sound			
Notifications & actions	options. Device properties			1
D Focus assist	Test your microphone			
O Power & sleep	▲ Troubleshoot			
Battery	Manage sound devices			
Storage	Advanced accord and and			
다. Tablet	Advanced sound options			

Solution 12: Reset the camera app on Windows 10

Resetting the camera app can fix some system glitches that may cause the camera to not work on Windows 10 and gives the app a fresh restart. To restart the camera app, follow these steps:

- 1.Open up the Settings panel and select 'Apps' and then 'Apps & Features'
- 2.Click 'Camera' and then 'Advanced options'

Settings		
命 Home	Apps & features	
Find a setting	Microsoft Corporation	11/18/2020
Apps	Bubble Witch 3 Saga king.com	192 MB 3/24/2021
IΞ Apps & features	Galculator Microsoft Corporation	56.0 KB 4/29/2021
🗄 Default apps	Camera Microsoft Corporation	101 KB
邱 <u></u> Offline maps	Advanced options	5/21/2021
In Apps for websites	-	Move Uninstall
며 Video playback	Candy Crush Friends king.com	204 MB 4/29/2021

3.Click the ' Reset '	button
	Settings
	命 Camera Immediately terminate this app and its related processes. Terminate
	Reset If this app isn't working right, reset it. The app's data will be deleted. Reset

Solution 13: Check the Microsoft Webcam Driver

It is likely that there is a problem with the webcam driver that is making the Windows 10 camera not work. So have a look at the webcam driver first by following these steps:

- 1.Open the Device Manager by right-click in the bottom-left corner of your screen
- 2. Find and expand the 'Cameras' or 'Imaging devices' list
- 3.Right click your desired webcam driver and select 'Properties'



4.Under the '**Driver**' tab, click the '**Driver Details**' button and see if there is a stream.sys file. If there is, your webcam is outdated and cannot work with Windows 10, therefore you have to get a new webcam

HD Web	Cam Pro	perties		\times
General	Driver	Details	Events	
Q	HD We	bCam		
	Driver F	Provider:	Microsoft	
	Driver [Date:	6/21/2006	
	Driver \	/ersion:	10.0.19041.488	
	Digital	Signer:	Microsoft Windows	
Dri	ver Detail	S	View details about the installed driver files.	
Up	date Drive	ər	Update the driver for this device.	
Roll	Back Driv	ver	If the device fails after updating the driver, roll back to the previously installed driver.	
Disa	able Devid	æ	Disable the device.	
Unir	nstall Devi	ce	Uninstall the device from the system (Advanced).
			OK Cance	I

If there is no stream.sys file in your webcam driver, the webcam is workable but you'll need to update or roll back the webcam driver using the steps below:

- On the Device Manager, find your webcam driver
- Right click on it and select 'Properties'
- Click the 'Driver' tab. If there is '**Roll Back Driver**' button, click it to get the driver to an older version

 If there is no Roll Back option, click 'Uninstall Device' and then Delete the driver software for this device. After deleting, go back to Device Manager and click 'Action' and then 'Scan for hardware changes' and reinstall the webcam driver

HD Web0	Cam Pro	perties						\times
General	Driver	Details	Events					
Q	HD We	ebCam						
	Driver F	Provider:	Micro	soft				
	Driver [Date:	6/21/2	2006				
	Driver	/ersion:	10.0.	19041.488	1			
	Digital	Signer:	Micro	soft Windo	ws			
Driv	ver Detail	s	View de	ails about	the installed	drive	er files.	
Up	date Drive	ər	Update	he driver f	or this device			
Roll Back Diver		If the de back to f	vice fails a he previou	fter updating ısly installed o	the d trive	driver, roll r.		
Disa	able Devi	œ	Disable the device.		Disable the device.			
Unin	istall Dev	ice	Uninstall the device from the system (Advance		(Advanced).		
					OK		Cance	I

• Restart the computer for the change to take effect



If there is no imaging device or integrated camera in Device Manager, you may want to scan for hardware changes to reinstall the driver

Solution 14: Switch Computers

If you are currently on a work laptop, please try switching to a personal device instead, as company firewalls may be interfering with the ability to use your camera and microphone. If it is necessary to use your work laptop, please take a look through <u>firewall troubleshooting</u> article first (you may have to consult with your IT team to work through the steps).

Solution 15: Log out and Log back in

Try logging out of BEPlace and logging back in.

Solution 16: Restart your Computer

If all other options thus far have not worked, please try to shut down your computer and restart it once again.

If you are facing any specific errors, please follow the steps below:

Error 0xA00F4246 / 0x887A0004

After installing a new Windows 10, the camera app stops working with the error 0xA00F4246 (0x887A0004). To fix this error, you can try the solutions given above. If none of those

methods work, you can also try to fix the integrated or external camera that is not working by adding a new registry value.

Here's how you can do that:

1.Open Registry Editor

- 2.Press Windows + R to open Run window
- 3.Type regedit and hit 'Enter'
- 4.Click 'HKEY_LOCAL_MACHINE', and then 'SOFTWARE', and then 'Microsoft', and 'Windows Media Foundation', finally select 'Platform'
- 5.Right-click on the empty space under Platform, click 'New' and then 'DWORD (32-bit) Value' and create a new value named 'EnableFrameServerMode'

🚏 Registry Editor						_	×
File Edit View Favorites Help							
Computer\HKEY_LOCAL_MACHINE\SOFT	WARE\Microsoft\W	'indows Media Foundati	on\Platform\XVP				
Computer\HKEY_LOCAL_MACHINE\SOFT Windows Windows Defende Windows Desktop Windows Media E Windows Media E Windows Media F ByteStreamHar ContentProtect FrameServer HardwareMFT MFDbgLog Miracast Platform Platform Platform Platpeskto	WARE\Microsoft\W Name Image: Name Image: Name of the N	indows Media Foundati Type REG_NONE	on\Platform\XVP Data (zero-length binary	value)	Key String Value Binary Value DWORD (32-bit) Valu QWORD (64-bit) Valu Multi-String Value Expandable String Value	e e	
> SchemeHandle					Expandable String Val	ue	
🔉 📙 Windows Media P							
🔉 📙 Windows Messagi 🗸							

6.Double click 'EnableFrameServerMode' value and enter 0 into its Value data

7.Click '**OK**'

8.Restart your computer and you'll find the camera starts working again after restart

Error Code 0xA00F4243

After Windows 10 update, you can't use the Camera app or apps like Skype with your laptop built-in camera because of the error **0xA00F4243** that says: **Close other apps. It looks like another app is using the camera already**

If you are dealing with a camera issue like this, try the following solutions:

- 1. Disable apps that use the camera:
 - Click 'Settings' and then 'Privacy' and 'Camera'
 - Toggle **OFF** all apps that are allowed to use the camera

• Now when you open an app that needs to use the camera, it will ask for your permission. In this way, you can start the camera without any other app using it

2.Check Task Manager:

- Open up Task Manager
- When Task Manager is open, check 'Processes' and close the apps that may be using your camera
- Other users suggested that if you find services like Intel(R)RealSense(TM)Depth camera Manager Services is stopped under the Services tab, run the services and the camera will start to work
- 3. Update camera driver: (An error could also be triggered by outdated or corrupted camera driver, therefore by updating the camera driver, it could restart the Windows 10 camera)
 - Open Device Manager and then select 'Imaging Devices'
 - Right click the driver of your webcam and select 'Update Driver Software'
 - Follow the on-screen instructions to update the driver

My Android Camera and Microphone is Not Working

Firstly, please note our mobile web version is still in beta, therefore we recommend switching to a desktop or laptop for a better experience if possible. Please check for a full list of supported desktop devices and browsers at <u>supported</u> <u>computer devices</u> and <u>supported browsers</u> articles.

<u>Solution 1</u>: Check you are using a supported Android Version and Browser

At the moment, BEPlace video only supports Android 7 or up on a Chrome Browser. For the full list of compatible mobile devices and browsers, please refer to <u>supported computer devices</u> and <u>supported browsers</u> articles.

Solution 2: Allow Camera and Microphone Access

For Android 7 (Nougat) and 8 (Oreo) users:

1. Open the Google Chrome app



2. Tap on the menu icon (3 dots in the upper right corner of the browser window)



3. Go to the Advanced Section and click on 'Site settings'

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÷	Settings	\$	•	?
Googl	e			
Autof	fill and paym	ents		
Pass	words			
Advar	nced			
Priva	су			
Acce	ssibility			
Site s	settings]		
Lang	uages			
Data 8% da	Saver ta savings			
Abou	t Chrome			
	\bigtriangledown	0		

4. Toggle the '**Camera**' and '**Microphone**' options on so they turn green



For Android 9 (Pie) and 10 users:

1. Open the Google Chrome app



2. Tap on the menu icon (3 dots in the upper right corner of the browser window)



3. Go to the Advanced Section and click on 'Site settings'

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← Settings	0
Passwords	
Payment methods	
Addresses and more	
Privacy and security	
Safety check	
Notifications	
Theme	
Advanced	
Homepage On	
Accessibility	
Site settings	
Languages	

4. Toggle the '**Camera**' and '**Microphone**' options on so they turn blue





My iPhone Camera and Microphone is Not Working

Firstly, please note our mobile web version is still in beta, therefore we recommend switching to a desktop or laptop for a better experience if possible. Please check for a full list of supported desktop devices and browsers at <u>supported</u> <u>computer devices</u> and <u>supported browsers</u> articles.

<u>Solution 1</u>: Check you are using a supported iOS Version and Browser

At the moment, BEPlace video only supports iOS 12.4.1+ or better on a Safari Browser. For the full list of compatible mobile devices and browsers, please refer to <u>supported computer</u> <u>devices</u> and <u>supported browsers</u> articles.

Here's how you can check the iOS version of your iPhone:



Please note, the steps below were performed on an iPhone Xs Max in iOS 14. The screen may look different in earlier or later versions of iOS, but the steps will be the same 1. Open the **Settings** menu



2. Scroll down and select the 'General' option



3. Tap the 'About' option at the top of the screen

00:31 ৵		.ıll 🕈 💕
Settings	General	
About		>
Software Update		>
AirDrop		>
AirPlay & Handoff		>
Picture in Picture		>
CarPlay		>
iPhone Storage		>
Background App R	efresh	>
Date & Time		>
Keyboard		>
Fonts		>
Language & Regior	1	>

4. Search for the sub-heading '**Software Version**' or '**Version**' on the About page, here you will find your iOS version.

For example, below the iOS version is listed as iOS 14.4.2, this is usually referred to as iOS 14

00:35 🕫	.ul 🗢 🕪
Ceneral	About
Name	iPhone Xs >
Software Version	14.4.2
Model Name	iPhone Xs Max
Model Number	MT522TH/A
Serial Number	C39XJ9AZKPH3
Coverage Expired	>
Songs	2
Videos	647
Photos	4,588

<u>Solution 2</u>: Allow Safari Access to the Camera and Microphone For iOS 12 users:

1. Open the **Settings** app



2. Scroll down and select the Safari option



3. Toggle the 'Camera & Microphone Access' option so that it turns green, this means the setting is enabled



For iOS 13 + users:

1. Open the Settings app



2. Scroll down and select the Safari option



3. Scroll down again and select 'Camera'

01:28 🕫		al 🗢 🚱
	Safari	
Check for Apple Pay		
Allow websites to check if have an Apple Card accou About Safari & Privacy	Apple Pay is enabled int.	and if you
SETTINGS FOR WEBSITES		
Page Zoom		
Request Desktop We	ebsite	
Reader		
Camera		>
Microphone		
Location		
READING LIST		
Automatically Save C	Offline	
Automatically save all Rea offline reading.		
Advanced		

4. Click the 'Allow' button



5. Return back to the Safari Settings and select '**Microphone**' (right below the Camera option)

01:28 🕫		al 🗢	
	Safari		
Check for Apple Pa	iy		
Allow websites to check have an Apple Card acc About Safari & Privacy	: if Apple Pay is ount.	enabled and if yo	
Clear History and V			
SETTINGS FOR WEBSIT	ES		
Page Zoom			
Request Desktop V	Vebsite		
Reader			
Camera			
Microphone			>.
Location			
READING LIST			
Automatically Save	Offline		
Automatically save all Re offline reading.			
Advanced			

6. Click the 'Allow' button



On **iOS 13**, you can choose to give Camera and Microphone Access to **specific websites only** if you prefer. Here's how you can do that:

- 1. Go to the website you want to allow microphone and camera access too
- 2. Tap the 'AA' icon in the address bar



3. Click on 'Website Settings'



4. Click on 'Microphone or Camera', and a drop-down menu will appear. Click 'Allow' on the drop-down menu





If you do not see any of the above options, the website has not attempted to access site permissions. In this case, try to refresh the website and repeat the above process

How to Allow Chrome Access to my Camera and Microphone

If you're not able to turn on your microphone or camera, it's likely that you haven't given your browser permission to access your microphone and camera.

Chrome is the only supported browsers at the moment, so if you're using another browser please first try switching to Chrome to see if that resolves your microphone or camera issue.

<u>Solution 1:</u> Give Browser Immediate Access to Camera and Microphone

 Once you're in a video call room, a popup should appear in the upper left corner of your screen asking for permission to use your camera and microphone. Click 'Allow'



 If the above popup does not appear, click the 'lcok' icon on the left-hand side of the URL, and next to 'Camera' and 'Microphone' select 'Allow' from the respective drop-down menus.



<u>Solution 2</u>: Check the Browser Settings for Camera and Microphone Permissions

You can also change your browser's camera and microphone permissions by adjusting your browser settings:

When you're in video call room, click on the 'More' button (3 dots) in the upper right corner next to the URL and then click 'Settings'



2. Select the 'Privacy and Security' tab and then click 'Site settings'



3. Scroll down to the Permissions section, and then click on 'Camera' or 'Microphone



← Camera Q Search FaceTime HD Camera	If it is already turned on, try toggling it of	f and then back on
FaceTime HD Camera	← Camera	Q Search
Ask before accessing (recommended)	FaceTime HD Camera Ask before accessing (recommended)	

4. Turn on the option for 'Ask before accessing'

5. Check to see whether beplace.thevista.co.th is listed as one of the sites blocked. If it is then click on the site's name and change the '**Camera**' and '**Microphone**' permission to '**Allow**'

← beplace.thevista.co.th	
Usage	
210 B · 4 cookies	Clear data
Permissions	Reset permissions
Location	Ask (default)
Camera	Allow 👻
🌷 Microphone	Allow
(••) Motion sensors	Allow (default)

Common Issues with Screen Sharing

Some users may encounter problems when they start screen sharing and this might be because of browser preferences or operating system (OS) preferences. Here are some common issues with screen sharing in BEPlace video call:

- Not able to find open application windows in Application Window
- I can only share my Entire Screen
- Computer crashed after turning on Screen sharing
 on Windows 10

Below are the solutions to troubleshoot these errors:

Not able to find open application windows in Application Window

If you are not able to find all your open application windows in the 'Application Window' option when screen sharing, it may be due to the following reason:

• Your BEPlace is on a different screen than the application window you'd like to share. If you have multiple screens or desktops set up, you must make sure application windows you'd like to share are on the same screen or desktop as your BEPlace video call.

For example:



When Applications **do not** share the same screen/ desktop as the BEPlace video call, they will **not** appear in the Application Window tab When Applications share the same screen/ desktop as the BEPlace video call, they will appear in the Application Window tab

I can only share my Entire Screen

Depending on the browser you use, you will have different options for sharing your screen. Check to make sure you are using a compatible device and browser at <u>supported devices</u> and <u>supported browsers</u> articles. Here are options for sharing your screen:

	Entire Screen
CHROME	 Application Window
	 Chrome Tab

Screen sharing using macOS Mojave or Catalina

Due to increased security and permissions safeguards with macOS 10.14 Mojave and 10.15 Catalina, you may need to adjust your Security & Privacy settings to enable screen sharing of your desktop and other applications on your computer. Check how to fix screen sharing on macOS Catalina at <u>Screen Sharing</u> does not work on MacOS Mojave or Catalina article.

Computer crashed after turning on Screen sharing on Windows 10

On Windows 10, Chrome freezes when screen sharing a highresolution display. This issue is caused by a bug in Chrome. The issue may go away if the **'hardware acceleration settings'** in Chrome is **disabled**. To disable this:

1. Go to 'Settings' in your browser



2. Type 'Hardware Acceleration' in the search box

\$ s	ettings	× +		0	-	ć	כ	\times
← -	C 💿 Chrome d	:hrome:// settings /?se	arch=hardware+acceleration+	☆	*	≡J	С	:
Set	tings		Q hardware acceleration					
*	You and Google		System					
Ê	Autofill		Continue running background apps when Google Chrome is closed					
۲	Safety check							
Ø	Privacy and security		Use natuwate acceleration when available					
۲	Appearance		Open your computer's proxy settings					
Q	Search engine							
	Default browser							
Û	On startup							
Adva	inced	*						
Exte	nsions	Z						
Abou	ut Chrome							

3. Click on the toggle button next to 'Use Hardware Acceleration when available' if it is currently on, make sure the button is greyed out



Screen Sharing does not work on MacOS Mojave or Catalina

Due to increased security and permissions safeguards with macOS 10.14 Mojave and 10.15 Catalina, you may need to adjust your Security & Privacy settings to enable screen sharing of your desktop and other applications on your computer

- 1. Update your system to macOS Catalina Version 10.15.1 or higher
- 2. Ensure the latest Google Chrome version is installed
- 3. Open the **System Preferences** app:



- 4. Go to the Security & Privacy section
- 5. Enable Google Chrome under Screen Recording

(You may first need to click the lock in the bottom-left corner to make changes to your settings)

	General	FileVault	Firewall	Privacy	
Camera		Allow the a	apps below	to record the	e contents of your
Microphone		screen, ev	en while us	ing other app	os.
Speech Recognition			Google C	hrome	
opecentecognition		~ ~			
Accessibility					
Input Monitoring					
Full Disk Access					
Files and Folders					
Screen Recording	- 1				
Screen Recording					
Automation					

6. Enable Google Chrome under Accessibility:



You may be prompted to quit Chrome in order for the changes to take effect. A reboot of your computer may also be required

Which Browsers support Screen Sharing on BEPlace

Browsers that DO support screen sharing

To use screen, share please use Google Chrome: 77+ or better on Mac or Windows

Browsers that DO NOT support screen sharing:

- Safari: All versions on Mac
- Microsoft Edge: All versions on Mac or Windows
- FireFox: All versions on Mac or Windows
- iOS: All versions
- Android: All versions

Contact US

The Vista Co., Ltd. event@thevista.co.th http://thevista.co.th