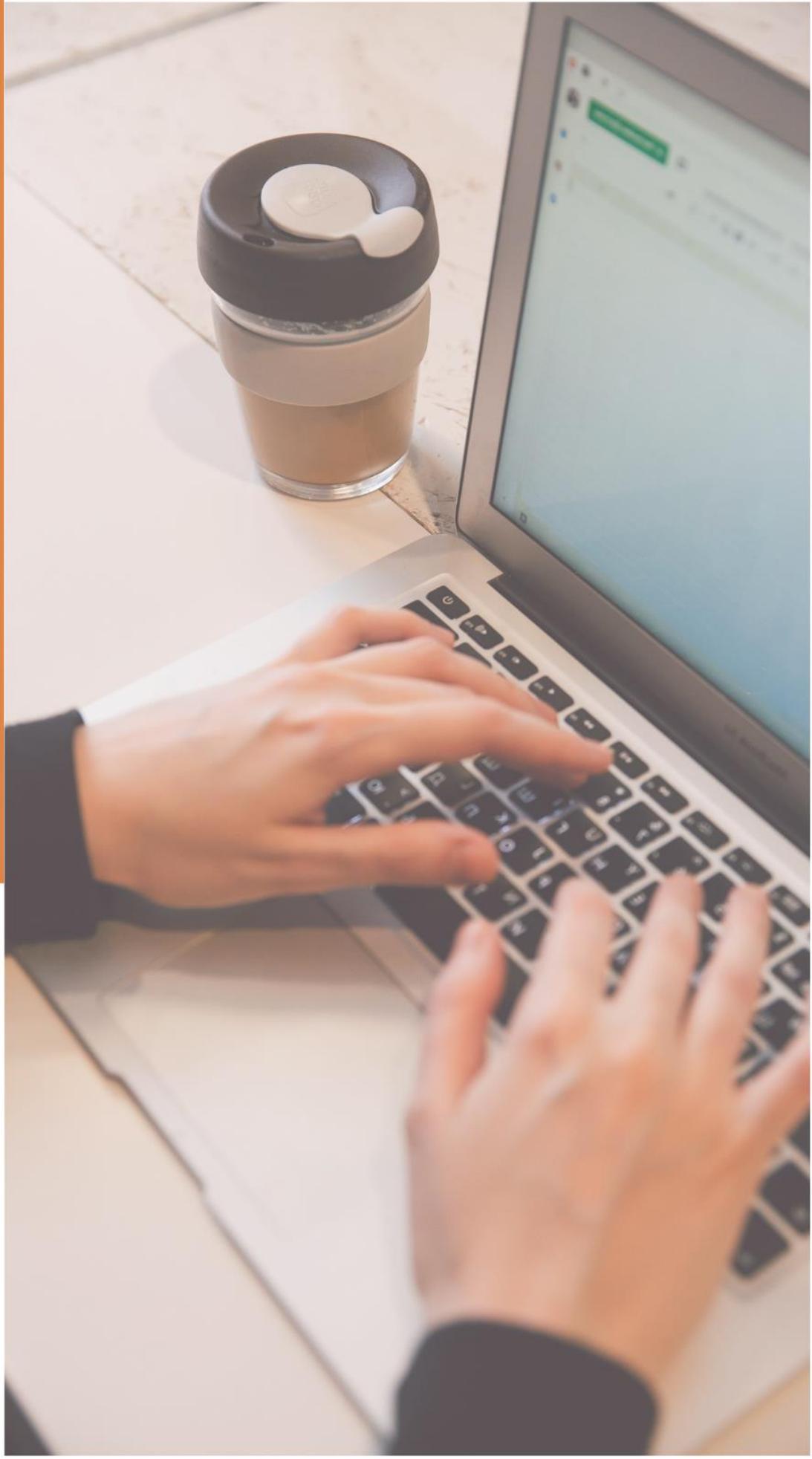# TROUBLESHOOTING

BEPLACE

by

The Vista

Troubleshooting

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

My Mac Camera or Microphone is Not Working

Solution 1: Try refreshing your browser

- Soft Refresh: **CMD + R**

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

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

Check for the list of compatible devices and browsers at supported computer devices and supported browsers 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.
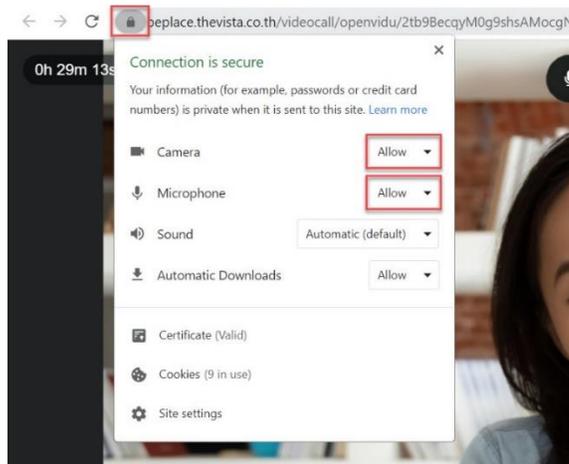
2. Check the Browser Settings for Camera and Microphone Permissions

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'
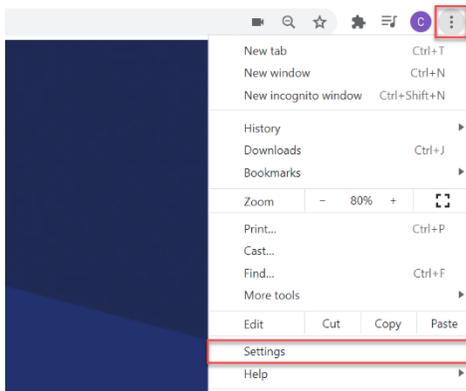
2.2. Select the 'Privacy and Security' tab and then click 'Site settings'
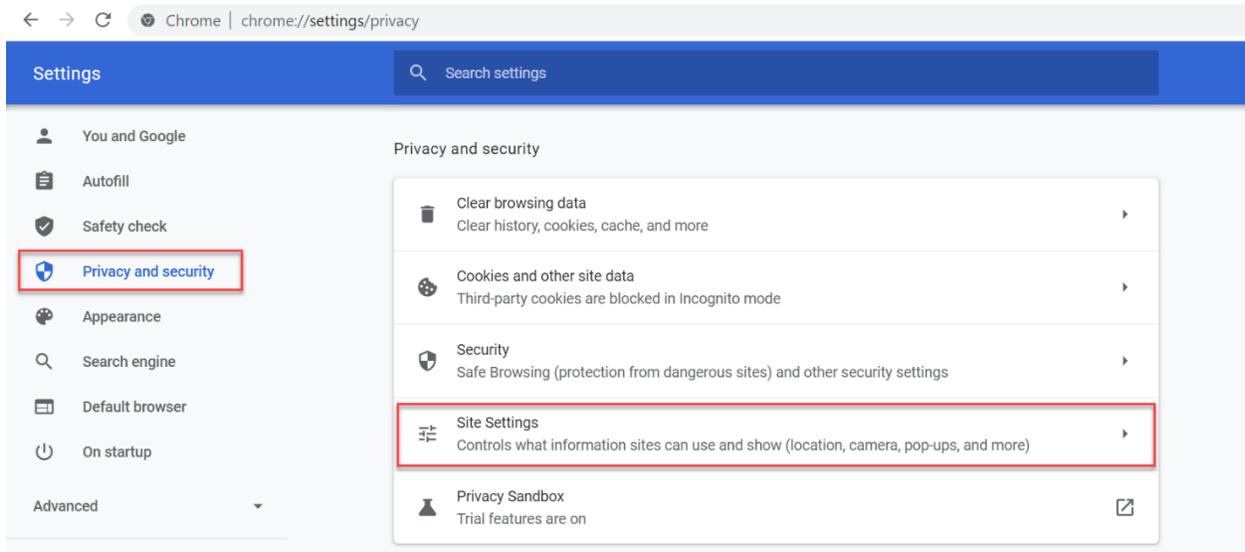
2.3. Scroll down to the Permissions section, and then click on 'Camera' or 'Microphone

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

If it is already turned on, try toggling it off and then back on

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'
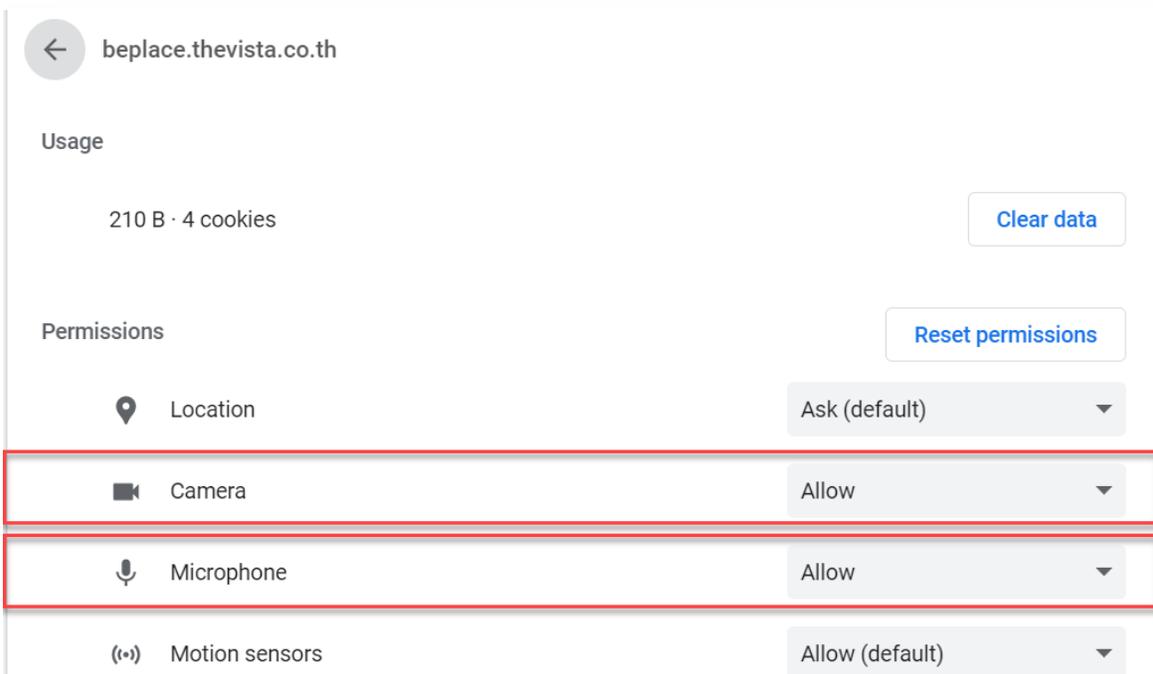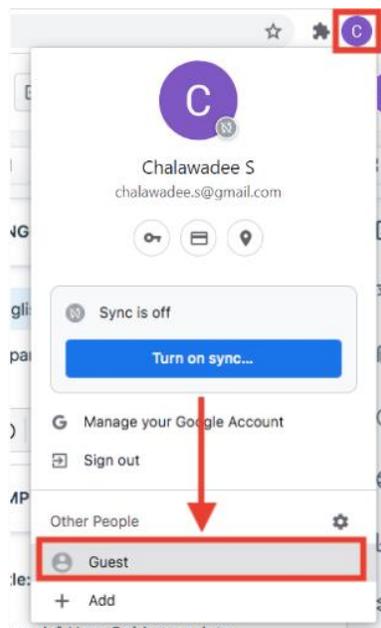
Solution 4: Try a Private Browser

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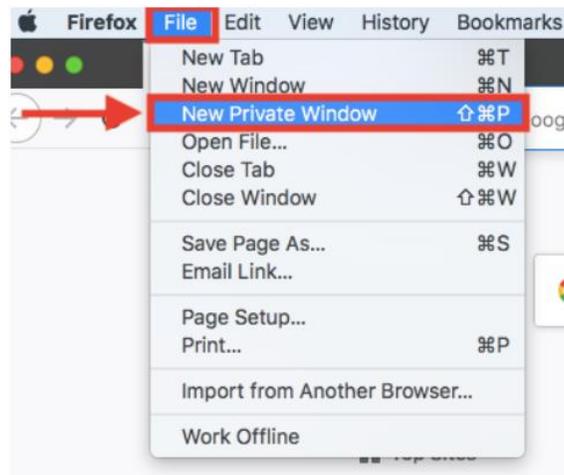
2. **Guest Mode on Chrome**: Click your **Profile Picture** in the upper right corner of your screen, and then click '**Guest**'

Solution 5: 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 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.

Solution 9: 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**
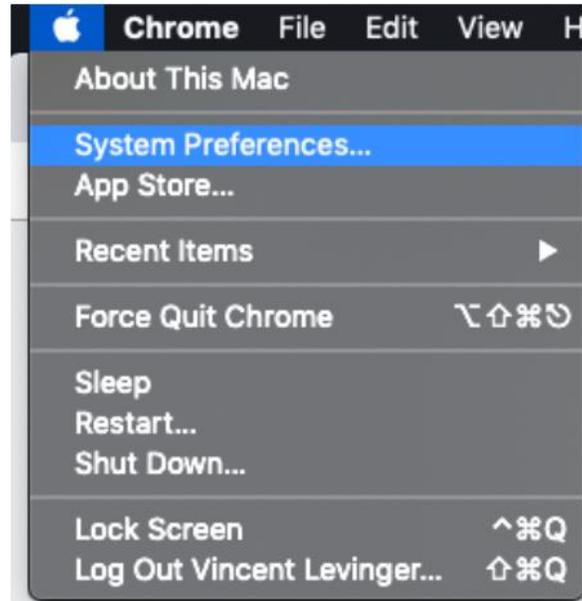
1.2. Click on the 'Security & Privacy' section

1.3. Select the 'Privacy' tab

1.4. Click on 'Camera' from the list of options, and tick the box next to the Chrome
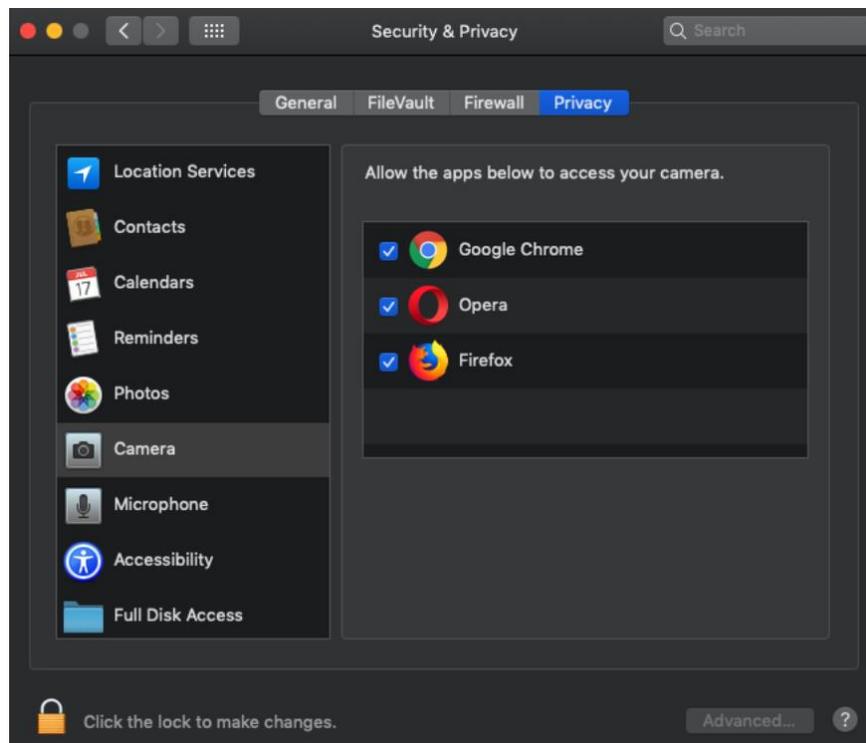
1.5. Repeat step 1.4. for your 'Microphone'

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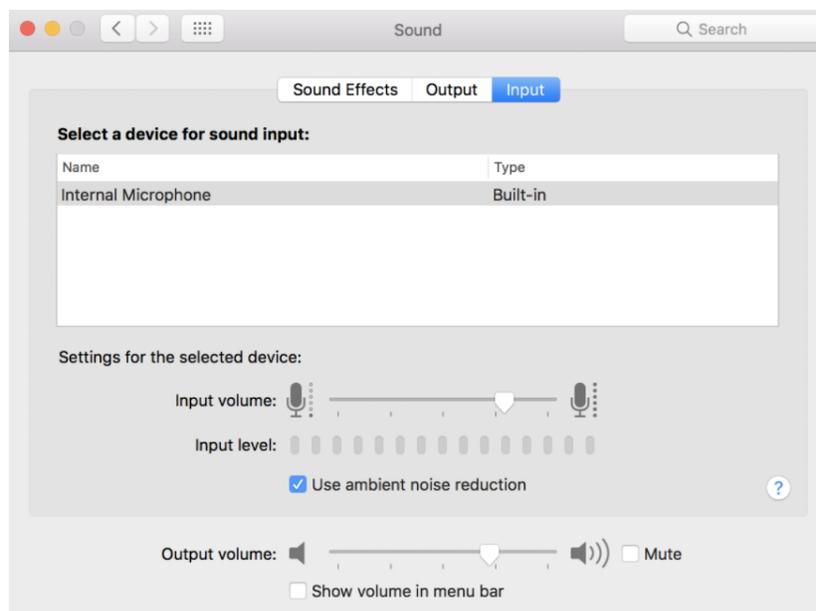
Solution 10: Check for Audio Inputs and Outputs on your Device

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**
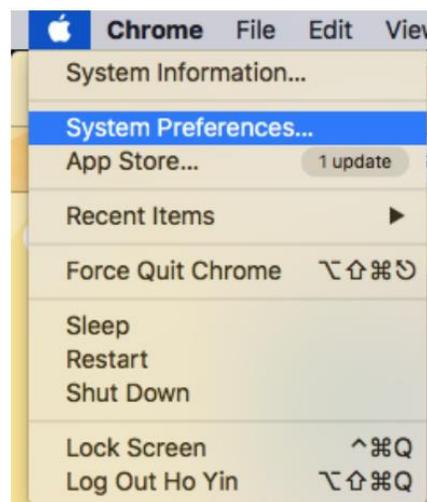
10.2. Click on '**Sound**'
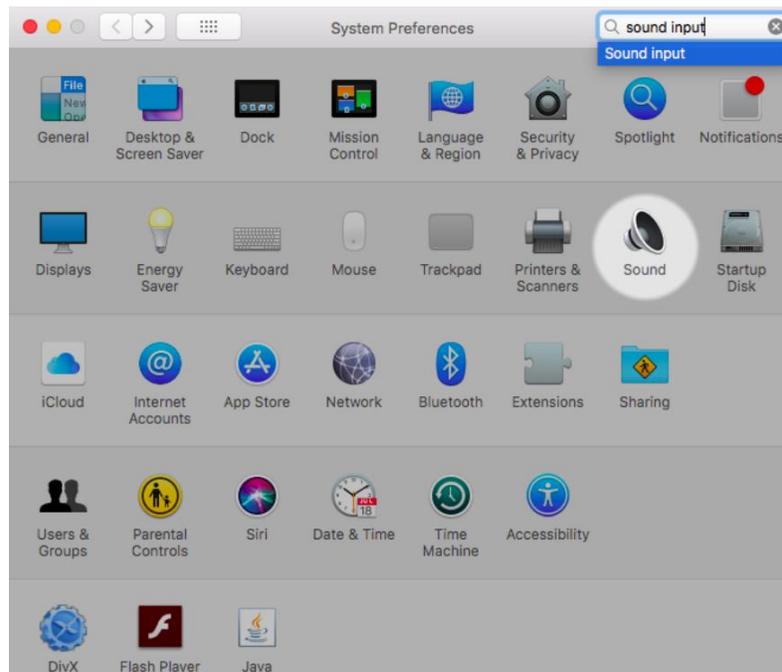
10.3. Click on the '**Output**' tab and select the desired output option from the list
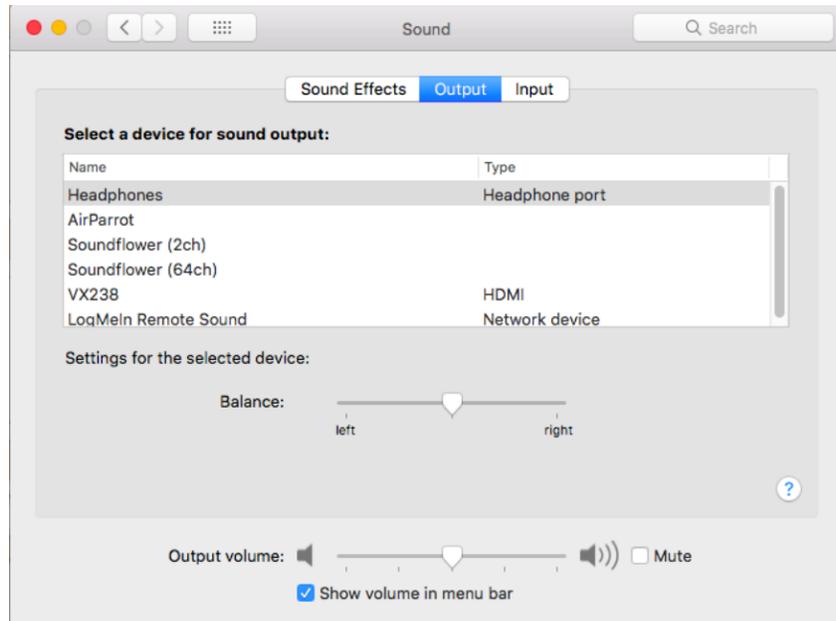
10.4. Click on '**Input**' tab and select the Input you want from the list
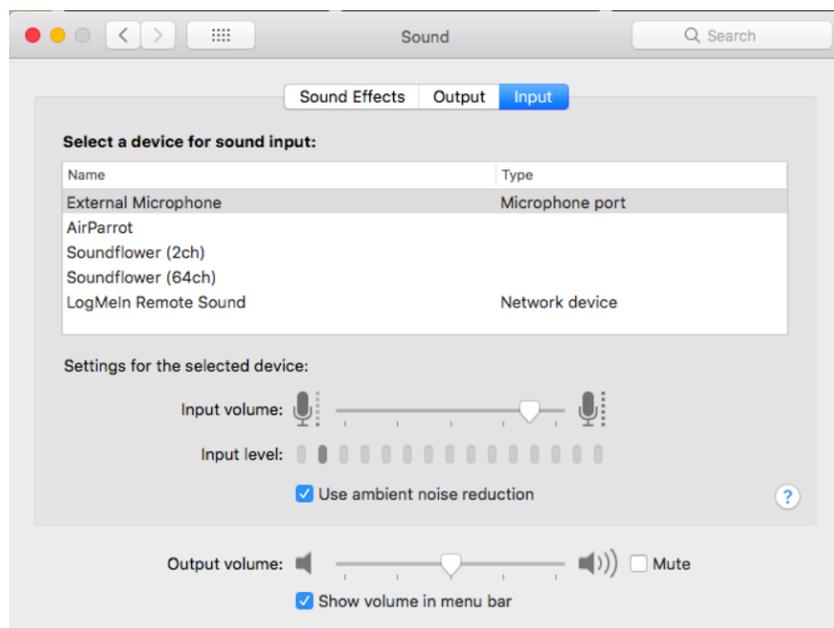
Solution 11: Switch Computers

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**

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

Check for the list of compatible devices and browsers at supported devices and supported browsers articles.

Solution 3: 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**'
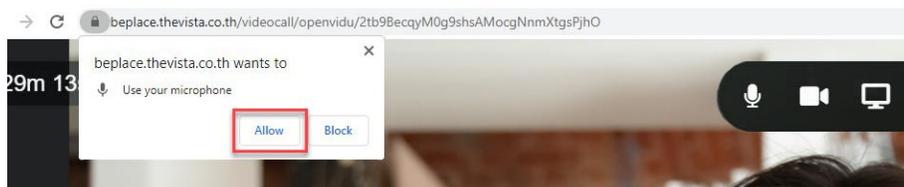
1.2. If the above popup does not appear, click the 'lock' icon on the left-hand side of the URL, and next to 'Camera' and 'Microphone' select 'Allow' from the respective drop-down menus
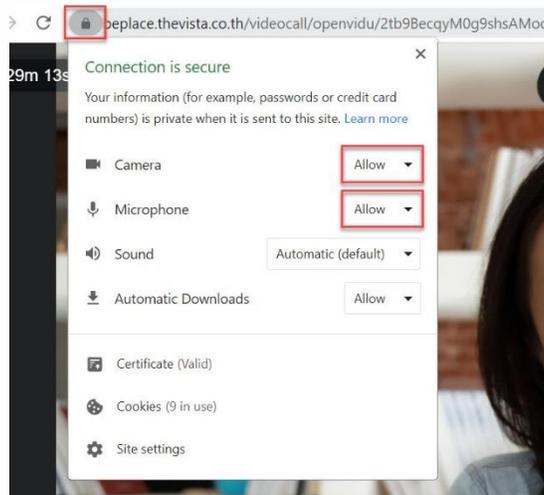
2. Check the Browser Settings for Camera and Microphone Permissions

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'
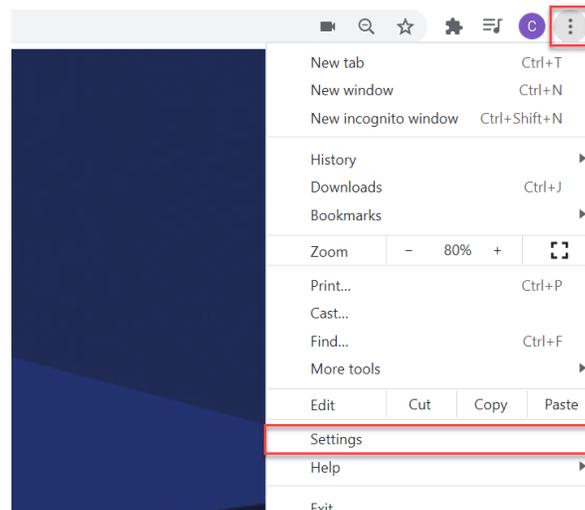
2.2. Select the 'Privacy and Security' tab and then click 'Site settings'
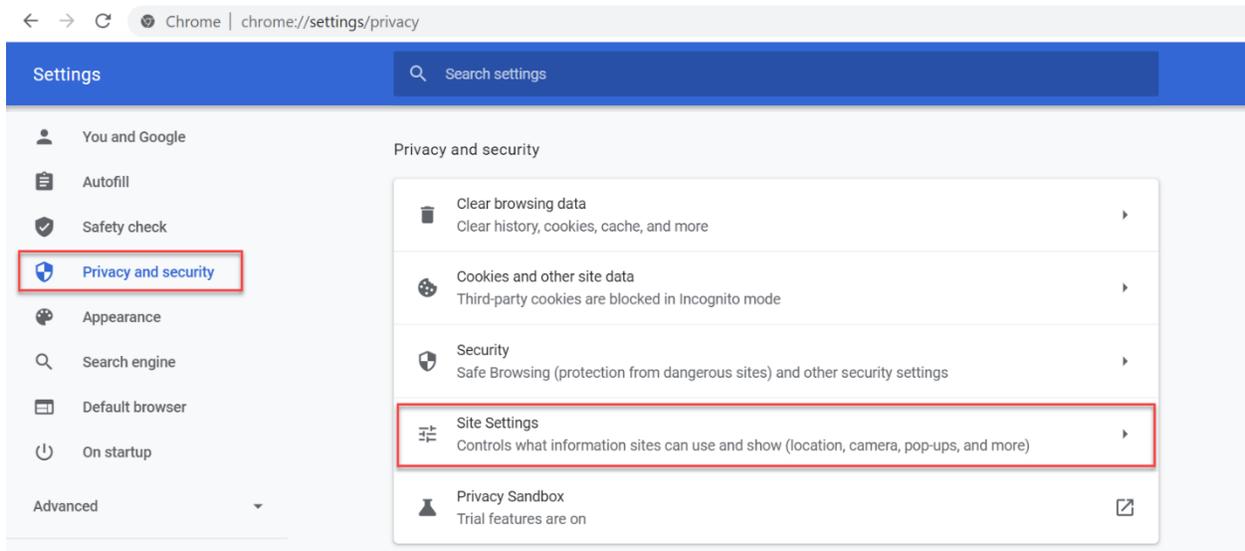
2.3. Scroll down to the Permissions section, and then click on 'Camera' or 'Microphone'

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'
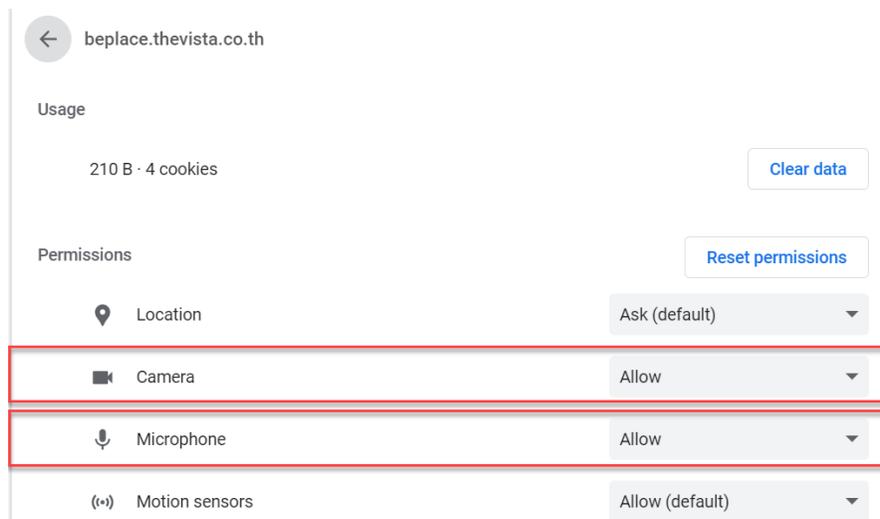
Solution 4: Press F8

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

Solution 5: 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**'
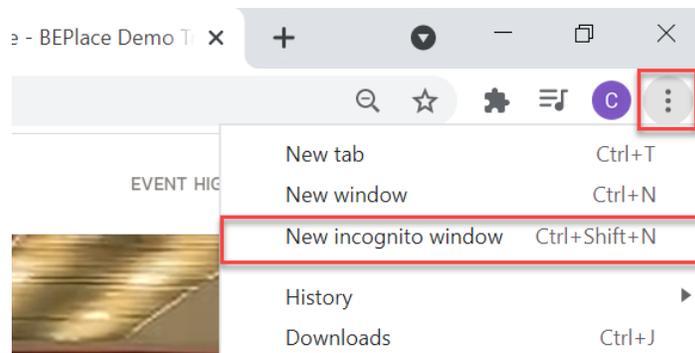
2. Guest Mode on Chrome: Click your Profile Picture in the upper right corner of your screen, and then click '**Guest**'
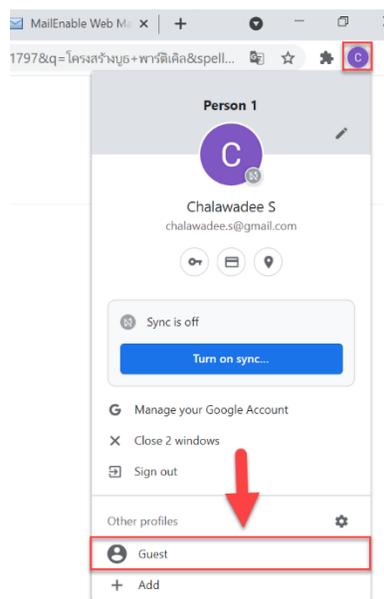
Solution 6: Disable your VPN

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 VPN troubleshooting 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
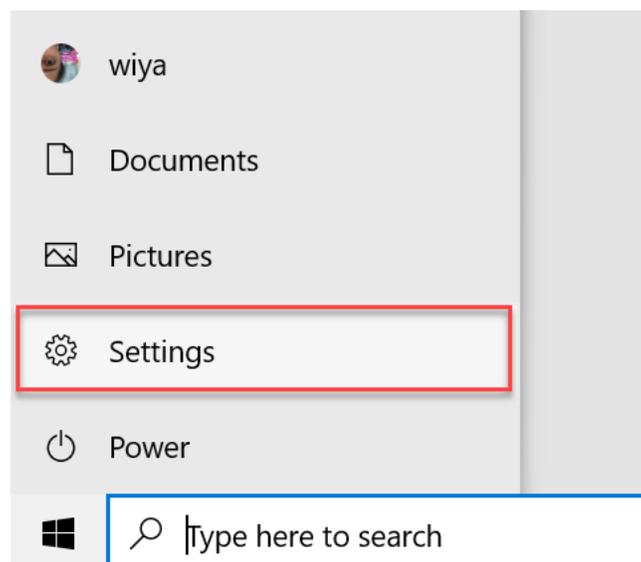
2. Select 'Privacy' and then search for 'Camera'

3. 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**'
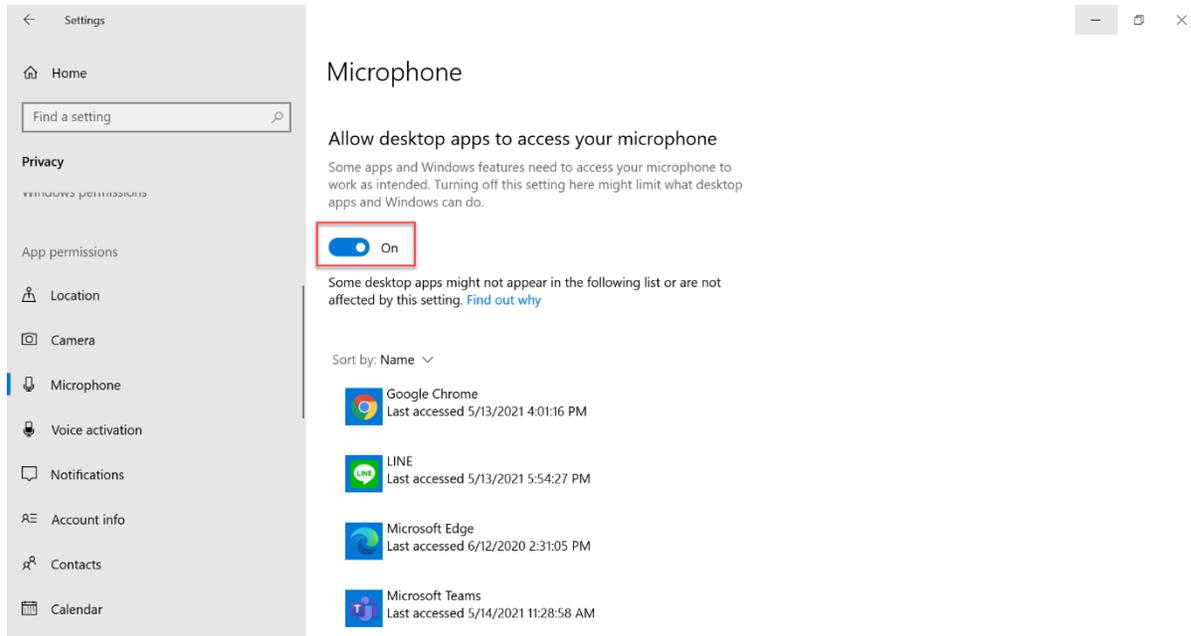
If it is already on, turn it off and then turn it back on

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
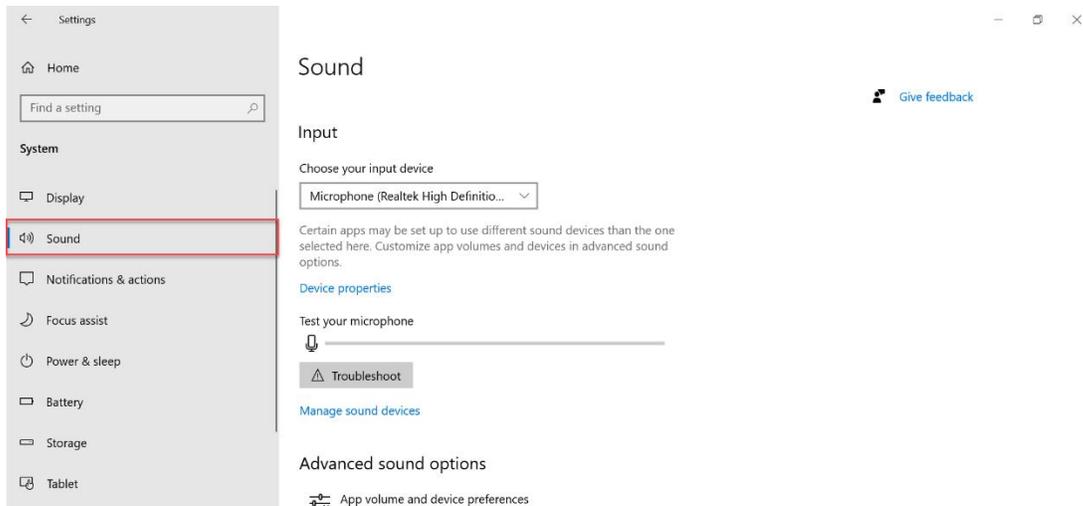

Solution 11: Check for Audio Inputs and Outputs on your Device

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
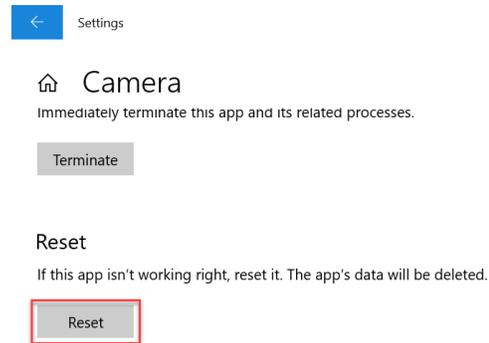
Solution 12: Reset the camera app on Windows 10

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**'
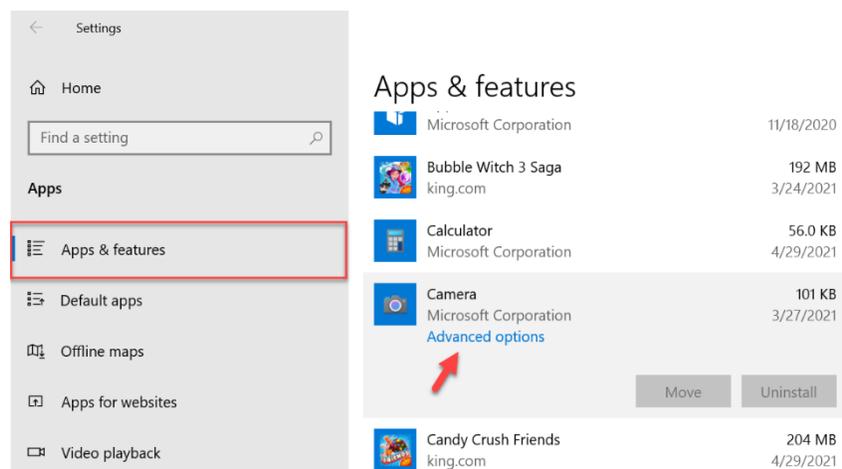
3.Click the '**Reset**' button

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**'
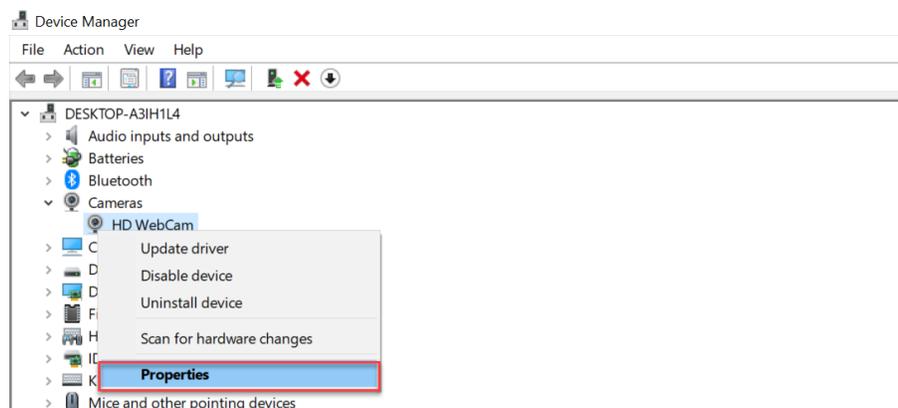
4.Under the 'Driver' tab, click the 'Driver Details' button and see if there is a stream.sys file. If there is, your webcam is outdated and cannot work with Windows 10, therefore you have to get a new webcam
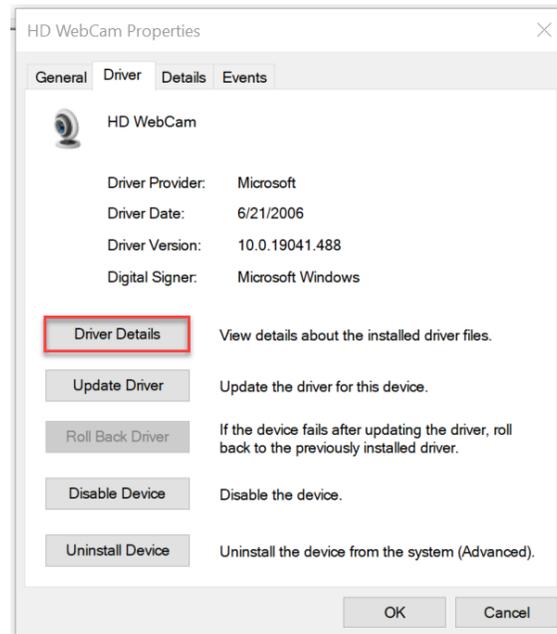
If there is no stream.sys file in your webcam driver, the webcam is workable but you'll need to update or roll back the webcam driver using the steps below:

- 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**
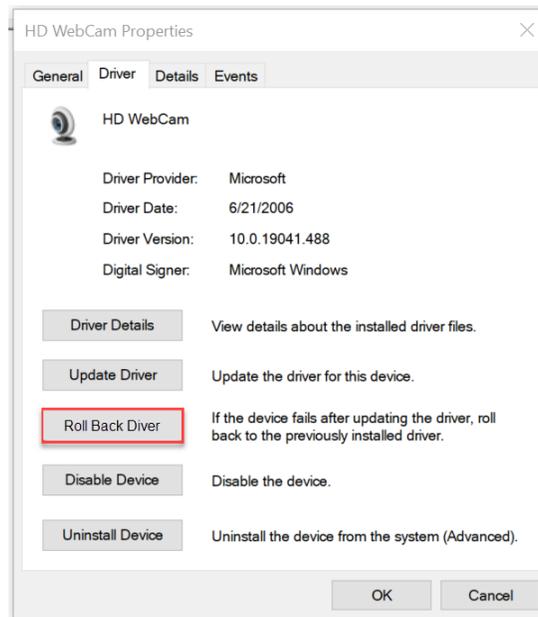
- Restart the computer for the change to take effect

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).

<u>Solution 15</u>: Log out and Log back in

Try logging out of BEPlace and logging back in.

<u>Solution 16</u>: 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**'
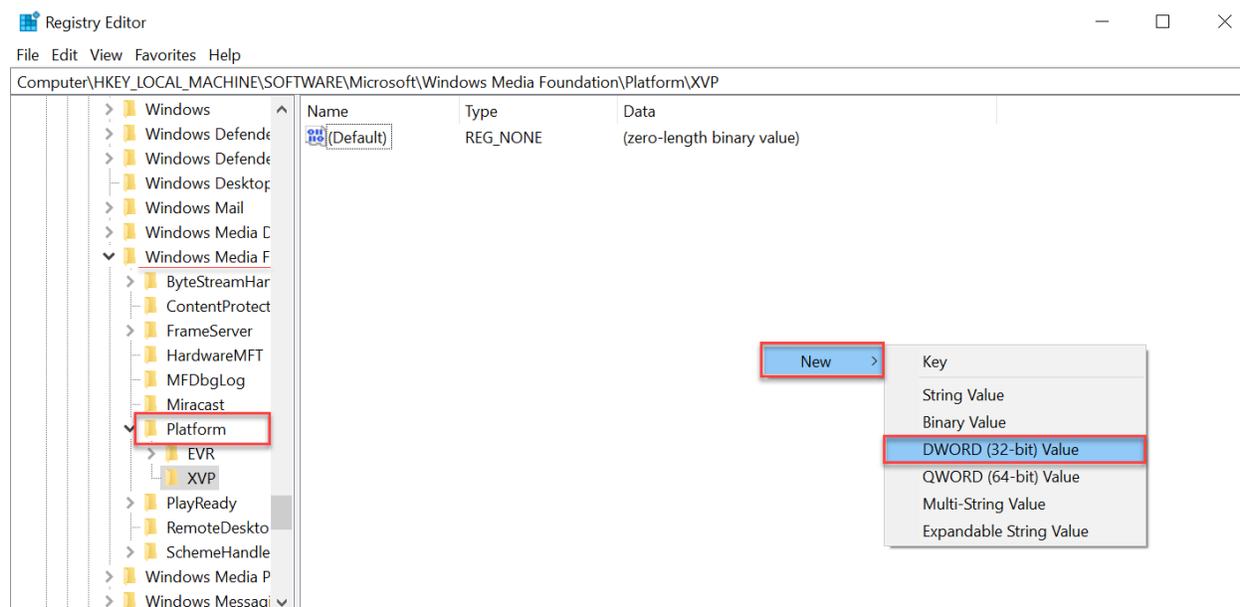
6.Double click '**EnableFrameServerMode**' value and enter **0** into its **Value** data

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 supported computer devices and supported browsers articles.

*Solution 1*: 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 supported computer devices and supported browsers articles.

Solution 2: Allow Camera and Microphone Access

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

1. Open the **Google Chrome** app
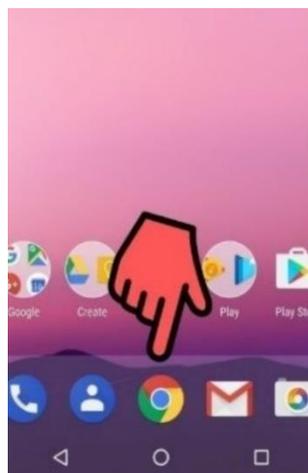
2. Tap on the menu icon (3 dots in the upper right corner of the
   browser window)

3. Go to the **Advanced Section** and click on '**Site settings**'
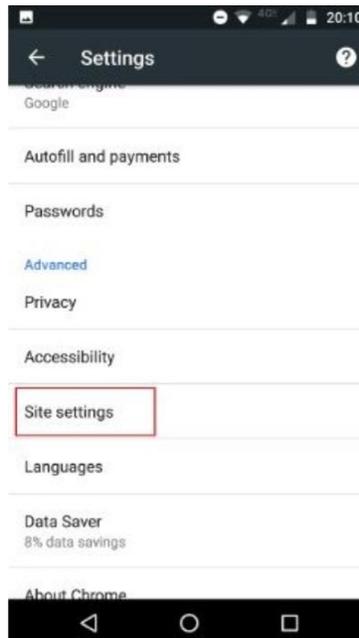
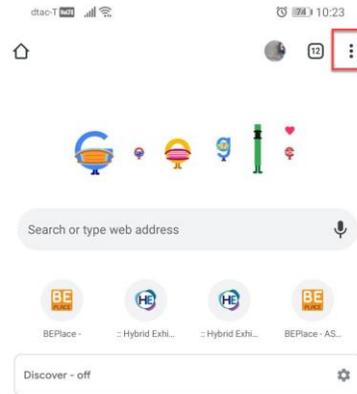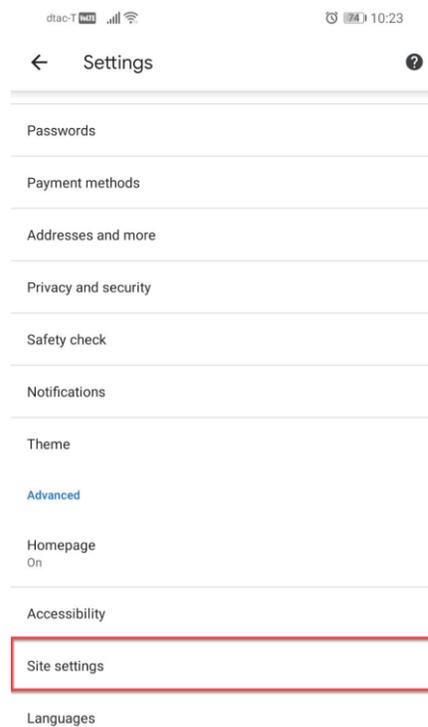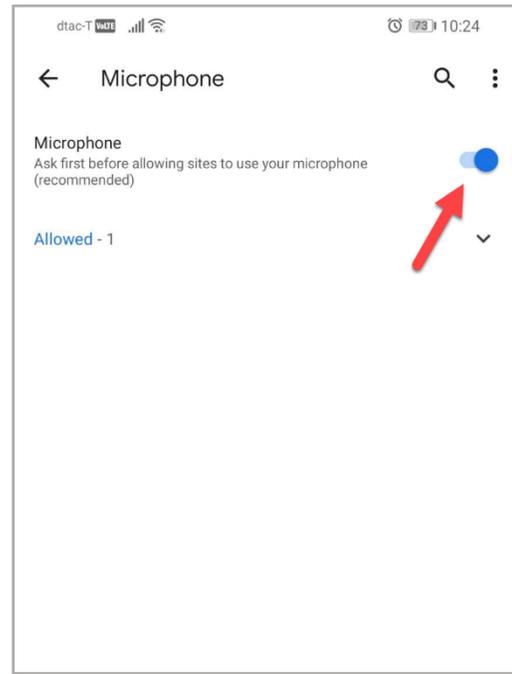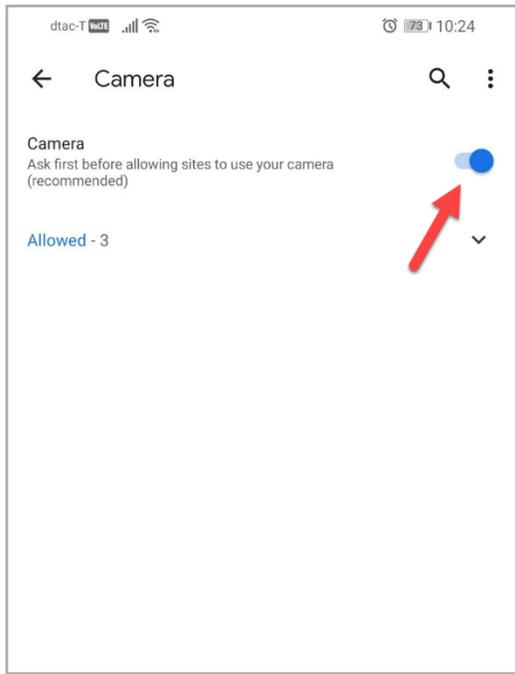4. Toggle the '**Camera**' and '**Microphone**' options on so they
   turn green
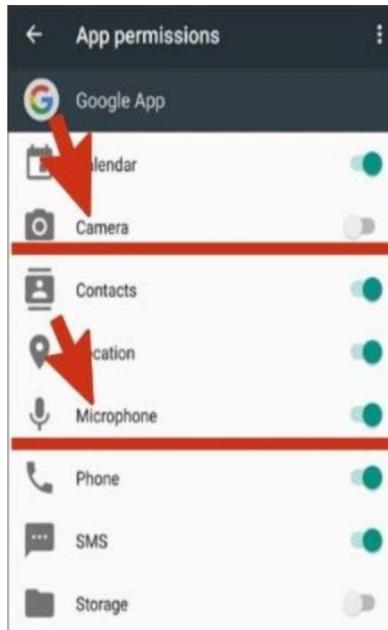
For Android 9 (Pie) and 10 users:

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**'

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 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 devices</u> and <u>supported browsers</u> articles.

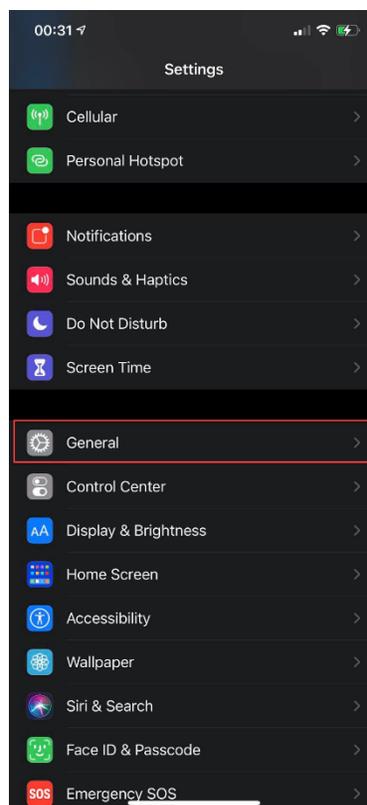Here's how you can check the iOS version of your iPhone:

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
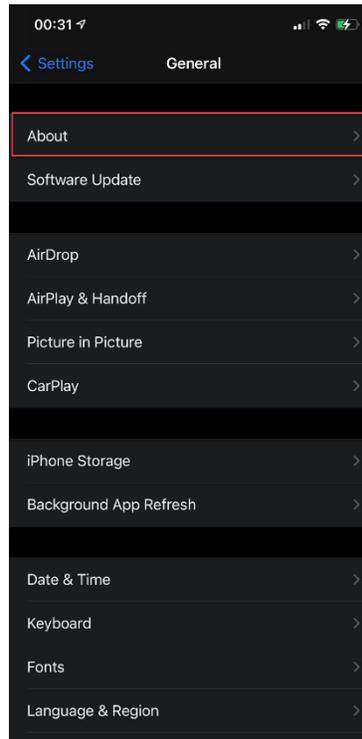
1. Open the **Settings** menu

2. Scroll down and select the '**General**' option

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

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
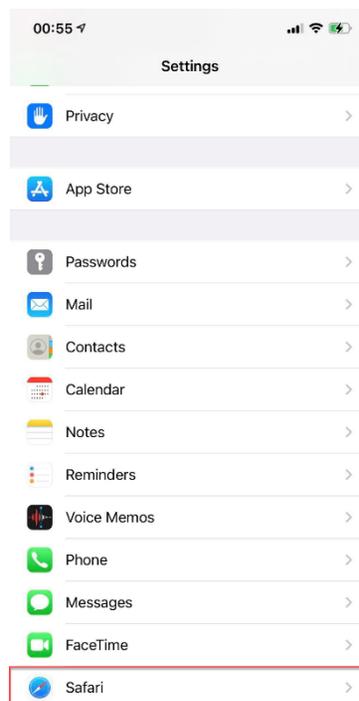
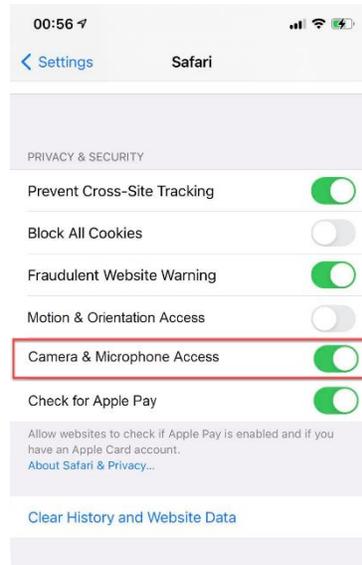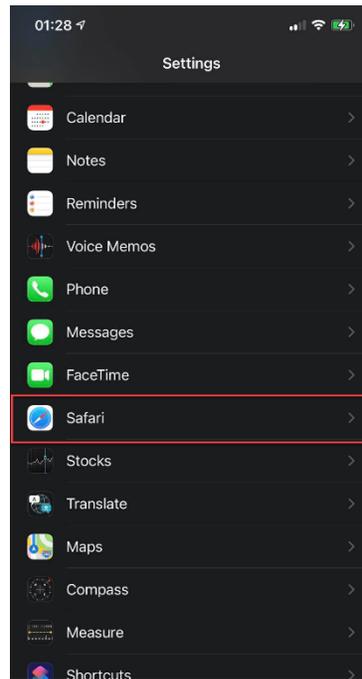*Solution 2:* Allow Safari Access to the Camera and Microphone

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
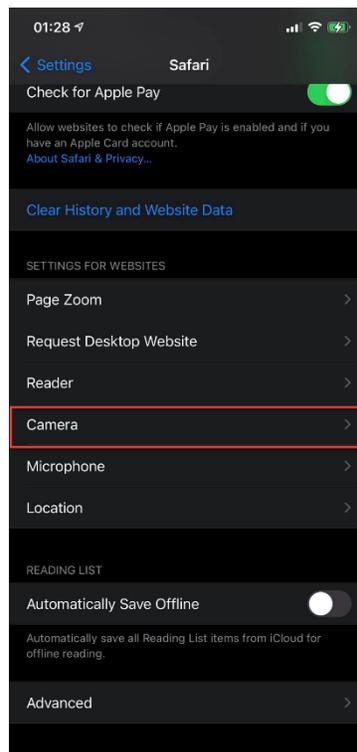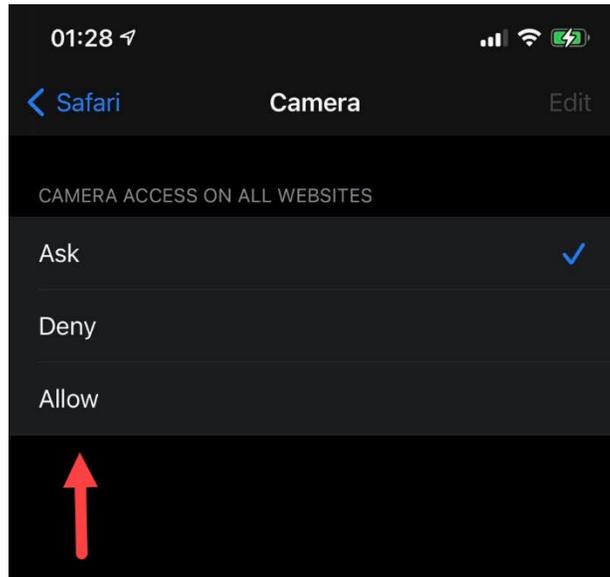

For iOS 13 + users:

1. Open the **Settings** app

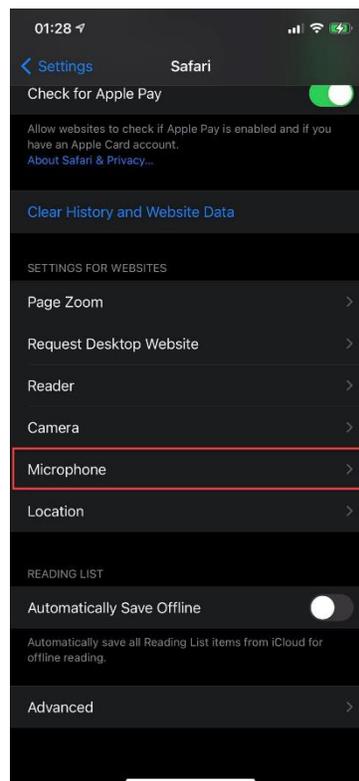2. Scroll down and select the **Safari option**

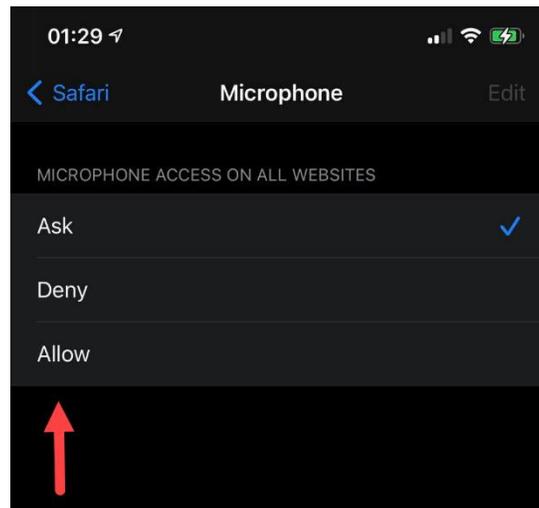3. Scroll down again and select '**Camera**'

4. Click the '**Allow**' button

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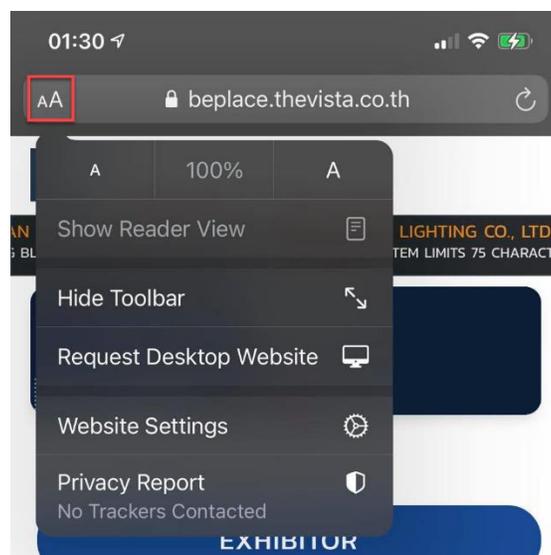(right below the Camera option)
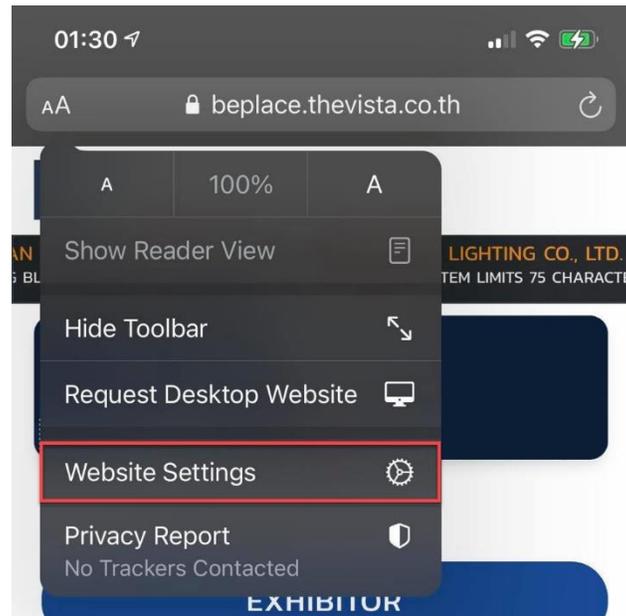
6. Click the **'Allow'** button

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:
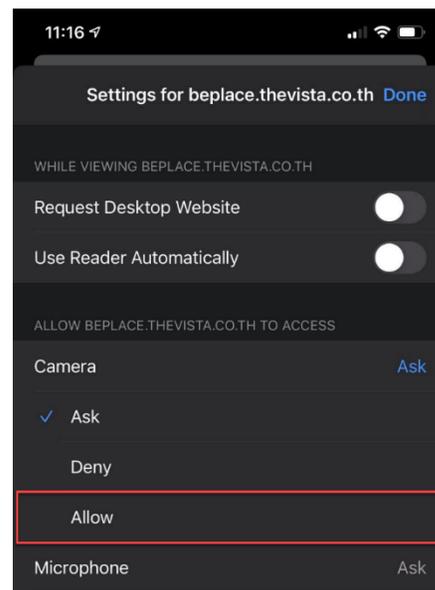
1. Go to the website you want to allow microphone and camera access too

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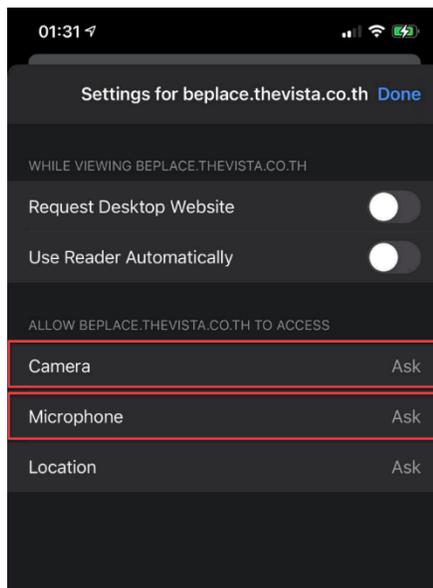
If you do not see any of the above options, the website has not attempted to access site permissions. In this case, try to refresh the website and repeat the above process

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.

Solution 1: Give Browser Immediate Access to Camera and Microphone

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**'
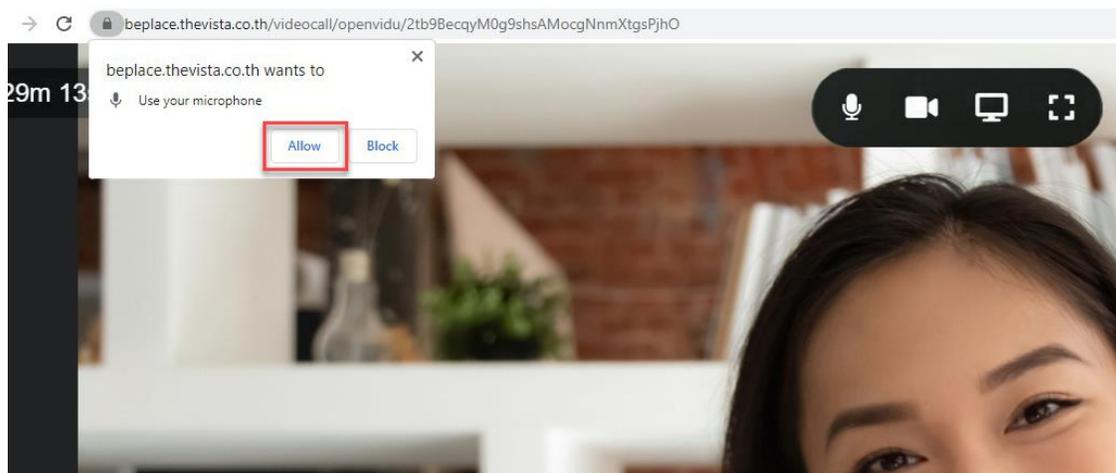
2. If the above popup does not appear, click the 'Icok' icon on the left-hand side of the URL, and next to 'Camera' and 'Microphone' select 'Allow' from the respective drop-down menus.
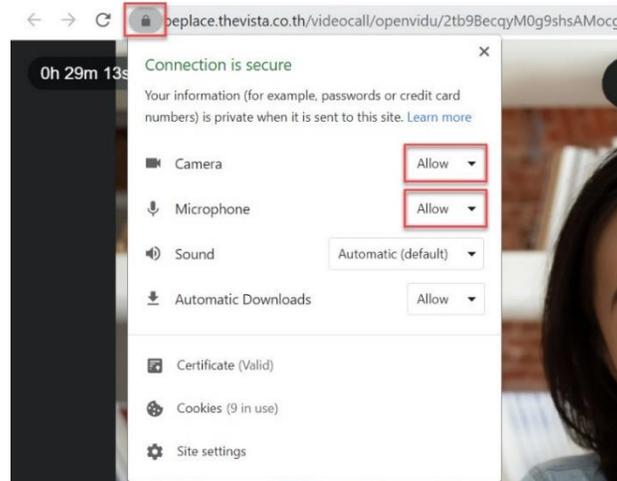
Solution 2: Check the Browser Settings for Camera and Microphone Permissions

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

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'
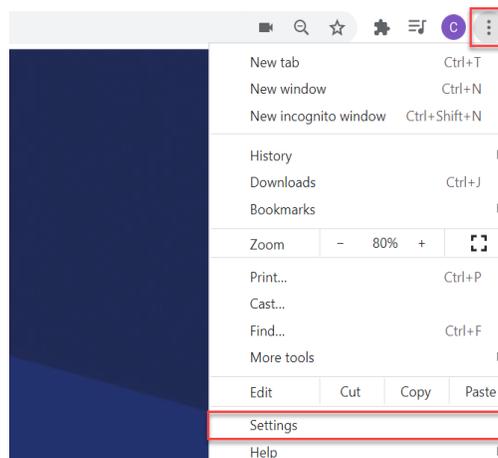
2. Select the 'Privacy and Security' tab and then click '**Site settings**'
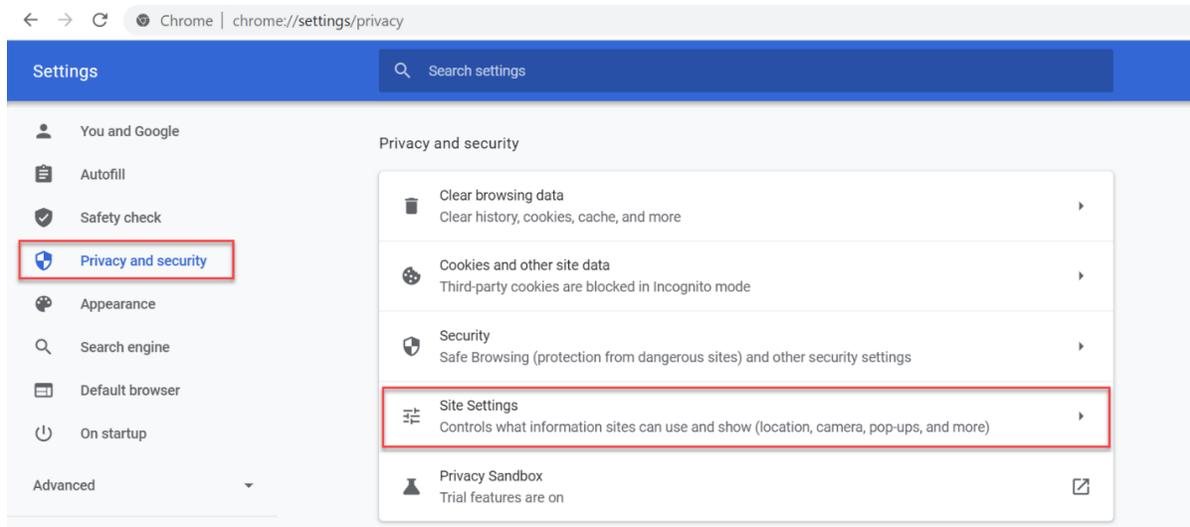
3. Scroll down to the Permissions section, and then click on '**Camera**' or '**Microphone**'
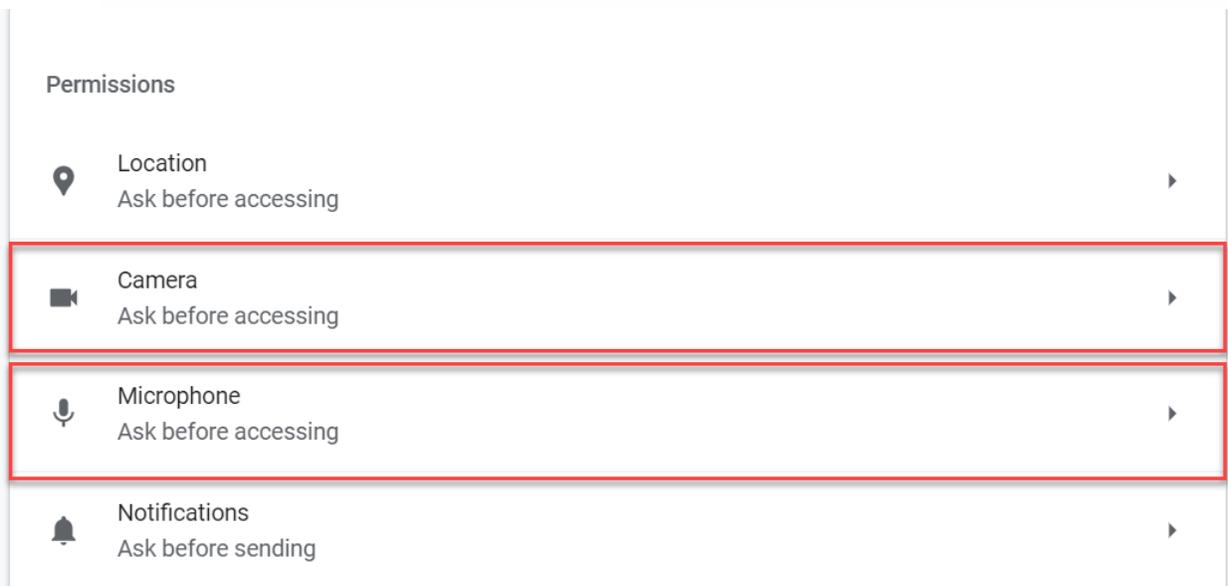
4. Turn on the option for 'Ask before accessing'

If it is already turned on, try toggling it off and then back on

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'

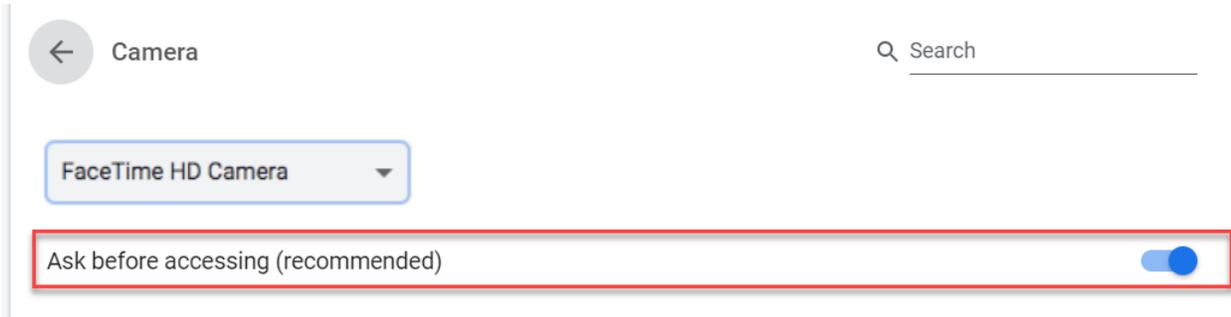# Common Issues with Screen Sharing

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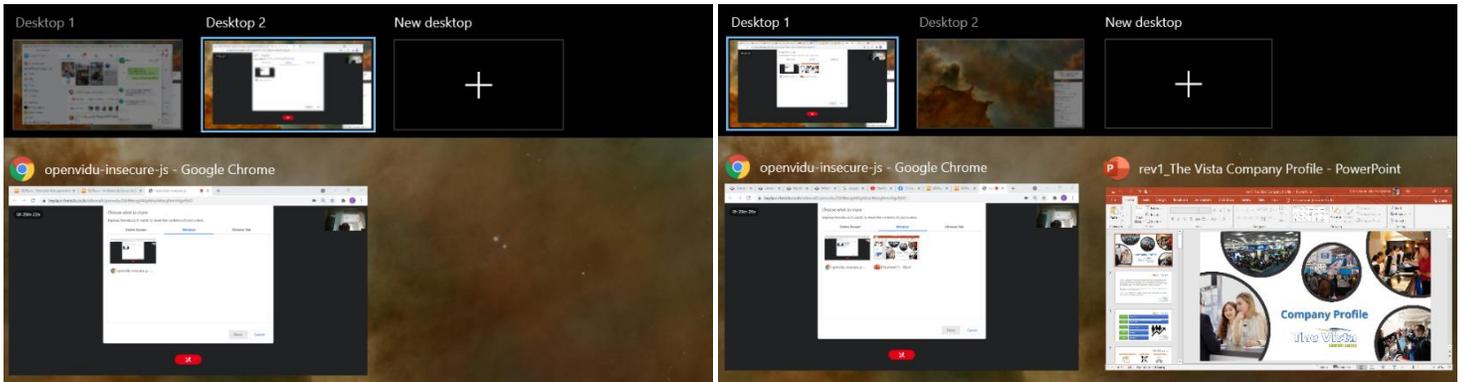
When Applications **do not** share the same screen/ desktop as the BEPlace video call, they will **not** appear in the Application Window tab	When Applications share the same screen/ desktop as the BEPlace video call, they will appear in the Application Window tab

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:

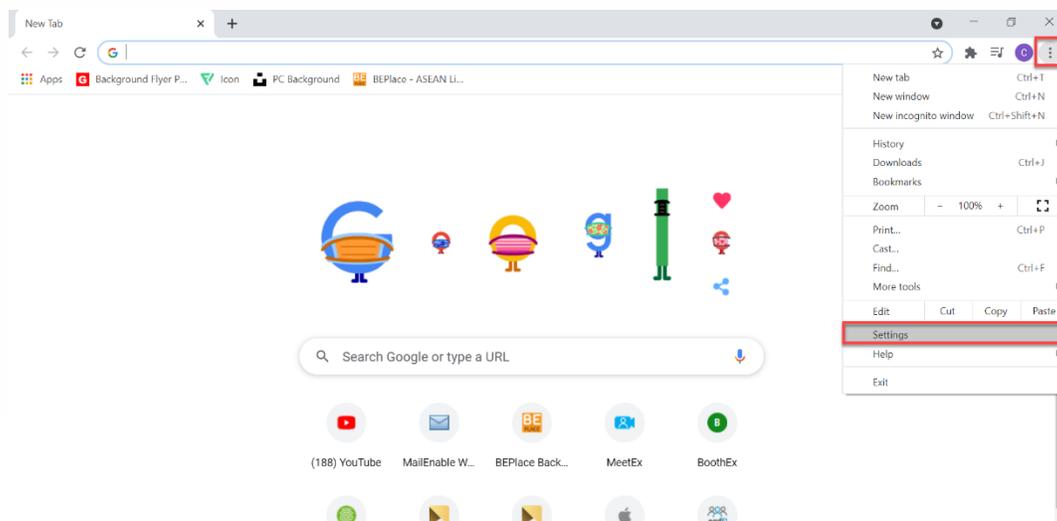|	
	• Entire Screen
CHROME	• Application Window
	• Chrome Tab

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 does not work on MacOS Mojave or Catalina</u> article.
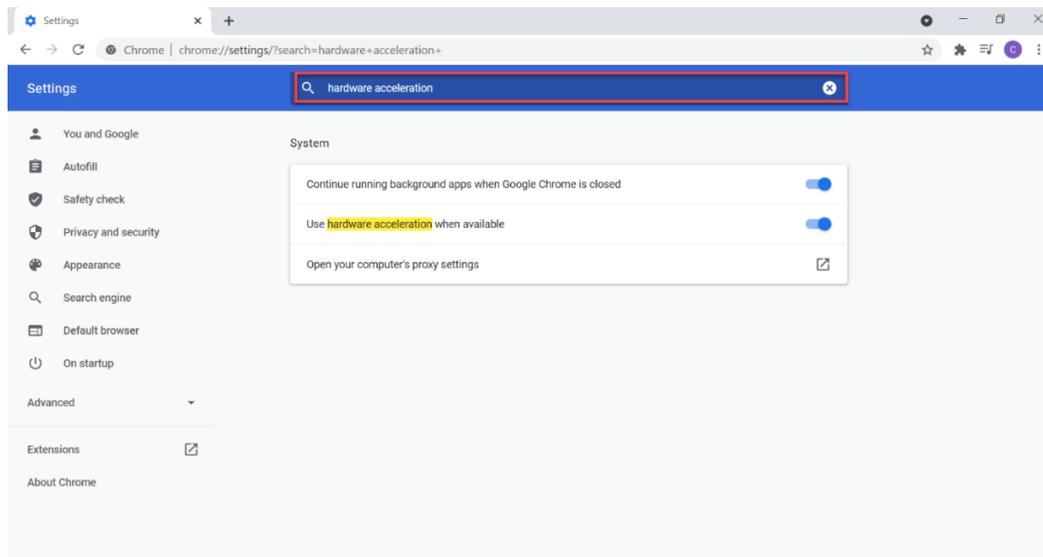
Computer crashed after turning on Screen sharing on Windows 10

On Windows 10, Chrome freezes when screen sharing a high-resolution 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:
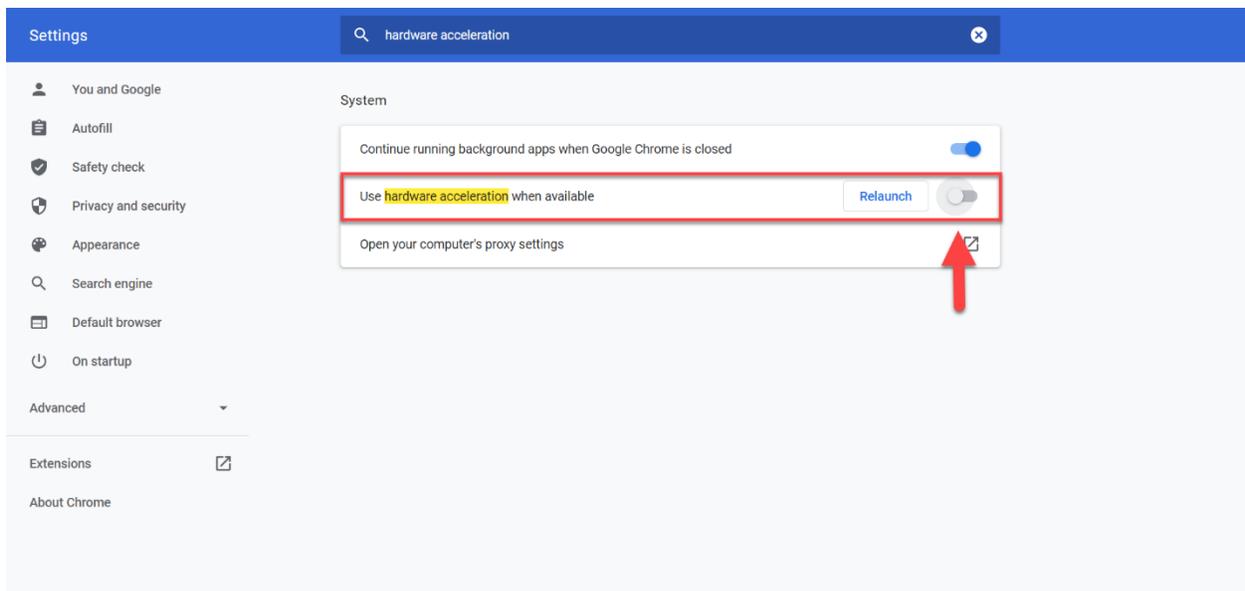
1. Go to **'Settings'** in your browser

2. Type **'Hardware Acceleration'** in the search box

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 <u>latest Google Chrome version</u> 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)

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