TROUBLE-SHOOT

deal room

SAFARI

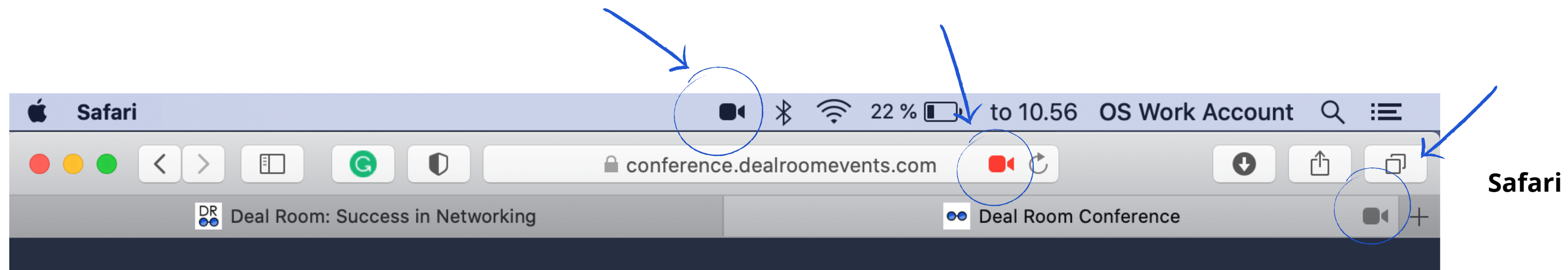# Table of content

1. **User Problems - Trouble-Shoot**
   a. Trouble-shoot
   b. Microphone & Camera settings

TROUBLE-SHOOT - MICROPHONE & CAMERA

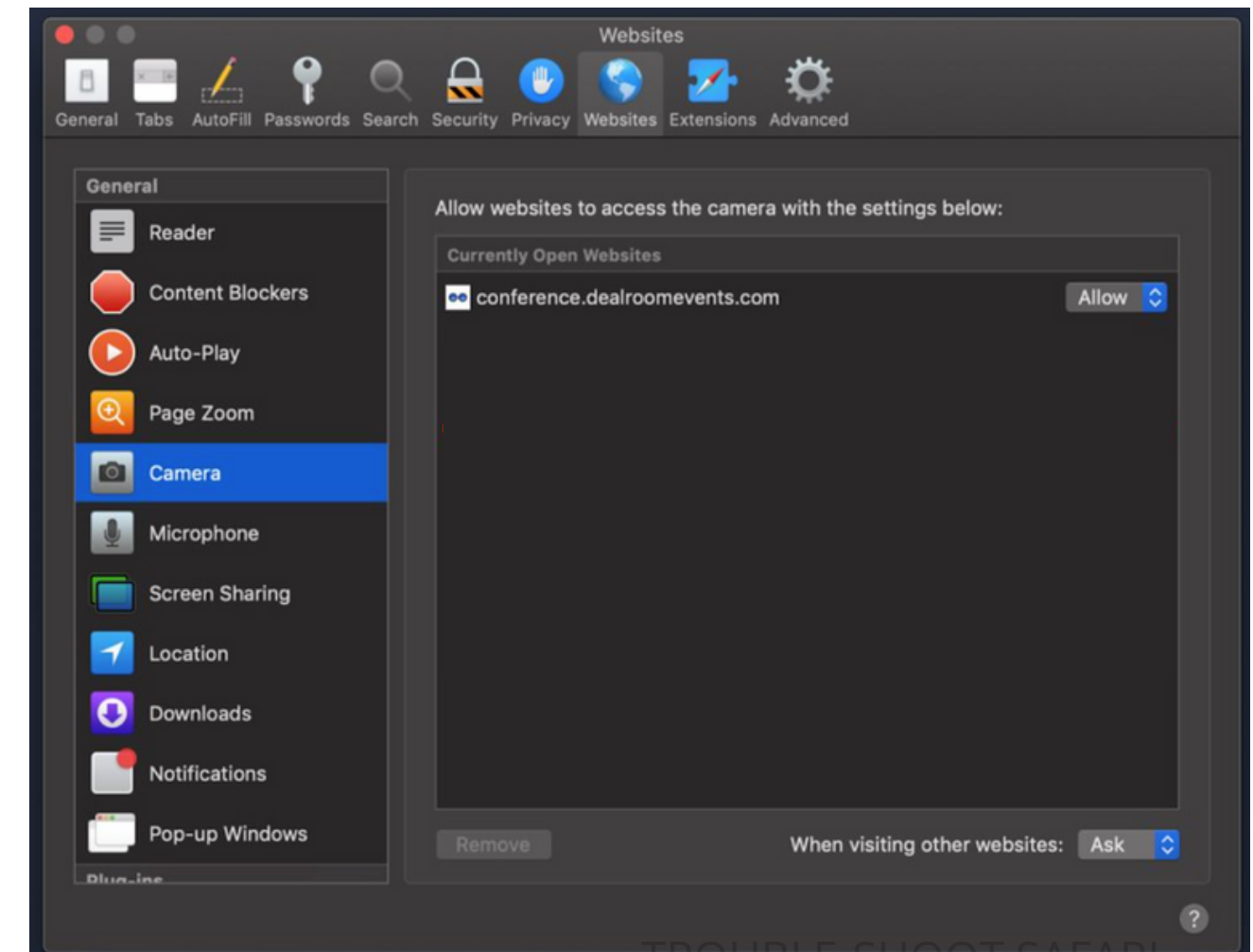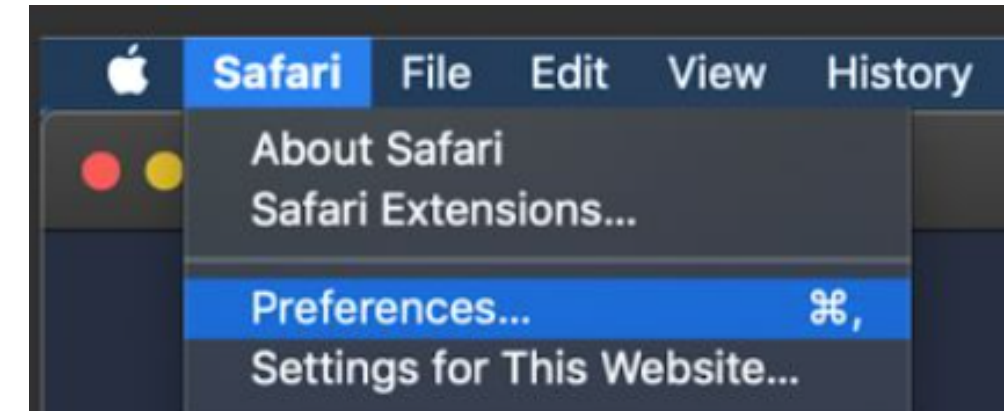**1. Please double check that you have allowed your camera and microphone.**

In the browsers search bar you can check you settings from the icons.

Safari

TROUBLE-SHOOT - SAFARI (ADVANCED)

If the previous steps did not work, please follow the advanced settings:

1. Open browser settings from Safari > Preferences

2. Select the Websites tab > Camera / Microphone > Allow

TROUBLE-SHOOT - NOTABLE

Other things to notice:

1. Check that your computer's camera is connected, turned on, and pointing towards you unobstructed

2. Check if your camera is not blocked by other apps, like FaceTime in MacOS, Camera App, Teams or Zoom

3. Close any other application that might be using the camera, then reload Deal Room

4. Restart your computer or your browser

Still not working?

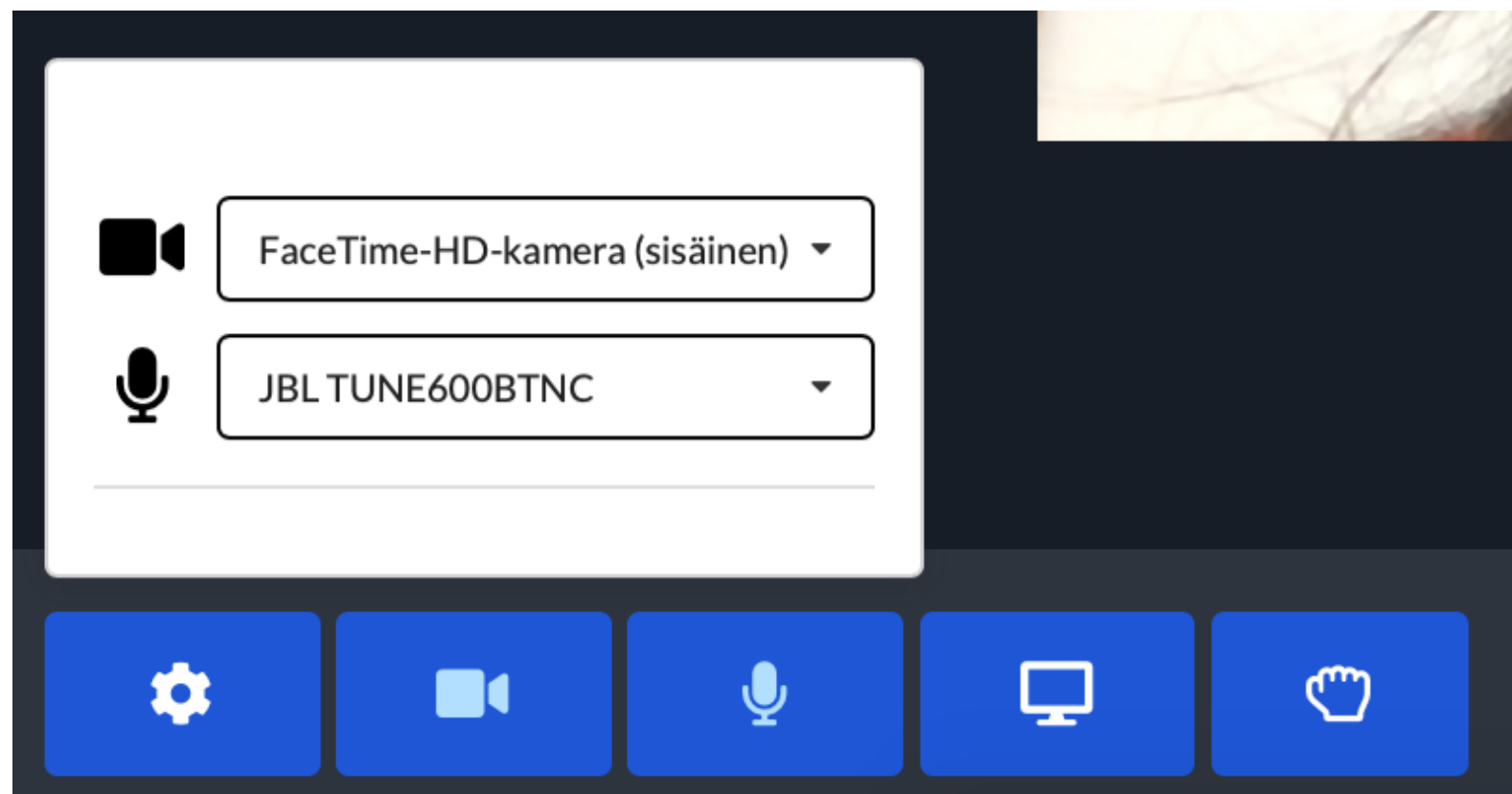Please contact Deal Room live support.

MICROPHONE AND CAMERA SETTINGS

Your technical resources
- Video (computers camera our outsource)
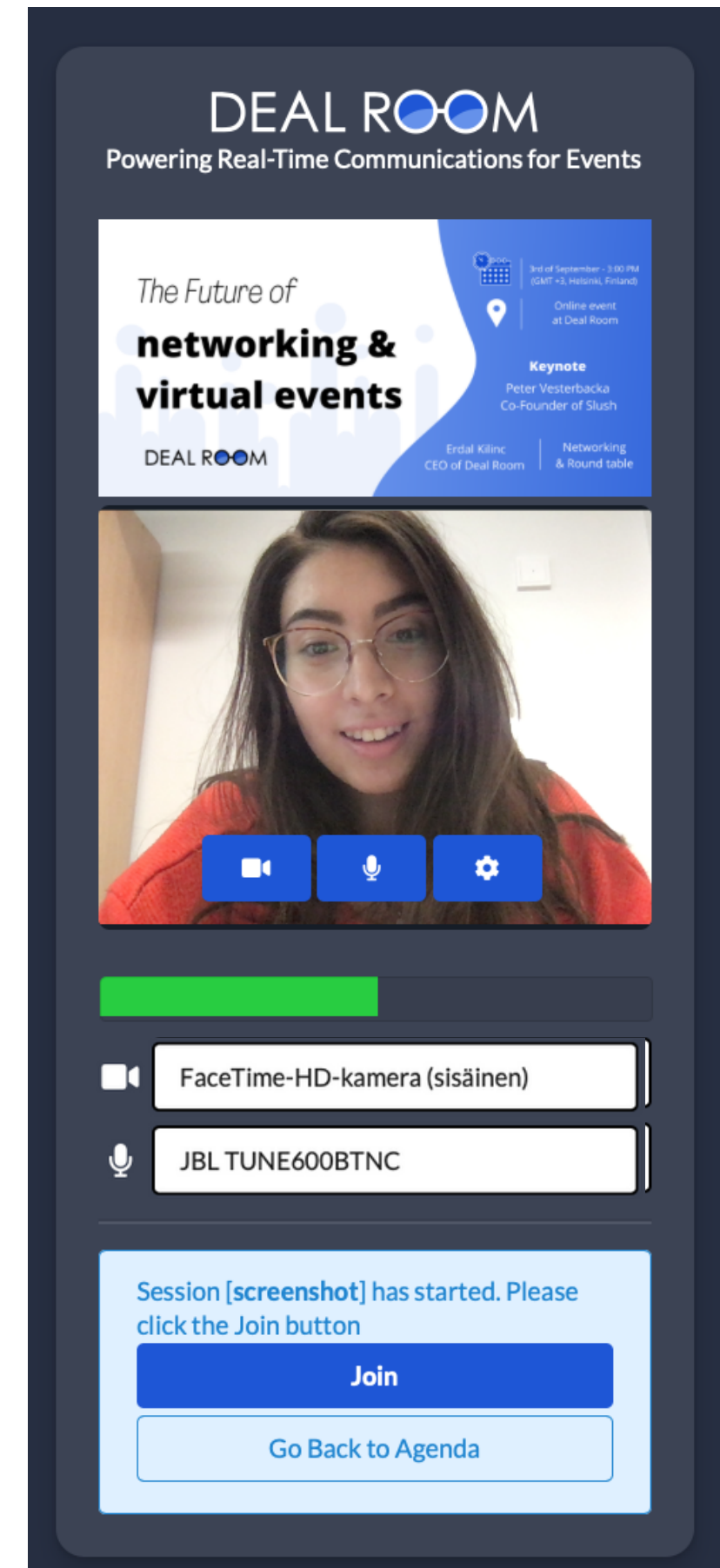- Audio (computers audio or headphones)

You can select which microphone or camera you are using

We **suggest** to **use outsource microphone** during your sessions

The audio will be more clear and stable and there will be less echo

FaceTime-HD-kamera (sisäinen)

JBL TUNE600BTNC

select microphone or camera
you prefer to use

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FaceTime-HD-kamera (sisäinen)

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Session [screenshot] has started. Please
click the Join button

Join

Go Back to Agenda

THANK YOU!

deal room