

Quick Troubleshooting Guide - End Users

Thanks so much for using Samba Live! We've put together a short list of common issues that are reported to our support team with possible fixes for each.

Still stuck? Simply reach out to us at support@digitalsamba.com — we're here to help!

How to Navigate this Document

On a desktop, please view the table of contents on the left-hand side of your screen. To search for a specific term or problem, simply hold down CTRL and hit "F" for "find" (**CTRL+F**) and then enter the search term(s).

I. Access to my microphone and camera was denied

Samba Live needs permission to use your microphone and camera. You will be asked to "allow access" the first time you join Samba Live. We have guides that show you how to allow access to the microphone and camera in for Google Chrome and Safari:

1. Google Chrome

1. Hover to the right side of Google Chrome's address bar and click the camera icon. If you don't see this icon, you'll want to click on a closed or locked padlock icon.
2. A dialog box will pop up. If you're able to, please select the option "**Always allow https://samba.live/ to access your camera and microphone.**" If you don't see this option, then please click "Site Settings." You'll then see settings for the Camera and Microphone. Change each to "Allow."
3. Reload the Samba Live page.

For more information, please [click here to visit the Google Chrome help center](#).

2. Safari

1. Click on the Safari menu "**Preferences.**"
2. Choose the **Websites** tab and then click on the camera. Look for samba.live on the list of websites—then select **Allow** from the dropdown.
3. Click on **Microphone**. Look for samba.live on the list of websites—then select **Allow** from the dropdown.
4. Click on **Screen Sharing**. Look for samba.live on the list of websites—then select **Allow** from the dropdown.
5. Reload your Samba Live page.

For more information, please [click here to visit the Safari User Guide](#).

3. Firefox

1. Open a Samba Live session in Firefox.
2. A confirmation pop-up will display asking if you want to share your device's camera and microphone with the site. Your device's default camera and microphone are selected from the designated drop-downs.
3. If necessary, select a different camera and/or microphone.

4. Select the **Remember this decision** checkbox if you want Firefox to remember your selections for this site so that they can be used by default in the future.
5. Click the **Allow** button if you want to share these devices with the site.

For detailed steps on how to change blocked mic/camera settings in Firefox, [please click here to visit the Mozilla Support Center](#).

Settings in operating systems

Sometimes, camera permissions are blocked by an operating system for your browser. Here are further instructions for how to grant access to the camera by your browser:

Windows

1. Go to settings > Camera
2. Go to **Allow apps to access your camera**. Then, click the toggle **on/off button** to turn it **on**.

Mac

Here are some instructions from Apple:

1. On your Mac, choose Apple menu > System Preferences, click Security & Privacy, then click Privacy.
2. Select Camera.
3. Select the tickbox next to an app to allow it to access your camera. Deselect the tickbox to turn off access for that app.

Please see this help article from Apple for more information:
<https://support.apple.com/en-ie/guide/mac-help/mchlf6d108da/mac>

II. Browser freezes or lags when you attempt to share screen

Here are a few possible reasons for audio echo or audio feedback during a session:

1. Low system resources

Your computer might be running low on resources. Please try closing other browser windows/tabs or open programs on your computer if they're not being used for a presentation on Samba Live.

2. Incompatible drivers

If your computer uses incompatible video adapters or video drivers, it can cause browser issues.

Tip: Update the computer's video adapters and video drivers to the latest version.

III. Audio echo or feedback

Here are a few possible reasons for audio echo or audio feedback during a session:

1. **A participant has both computer and telephone audio active.** If you join from a computer and call in from the telephone, please make sure you either enter your participant ID when calling in, or

enter your Participant ID# when already in the call or, manually leave computer audio on your computer.

2. Participants with computer or telephone speakers that are too close to each other If another participant is too close to you, and both of you have speakers on, please leave the audio conference on one of the computers or hang up the telephone connections.

3. Multiple computers with active audio in the same physical conference room If you are in a conference room with multiple devices, please choose one primary device and disable (mute) computer audio from other devices.

Additional potential sources of an echo:

- Speakers that are too loud.
- A bad microphone: is your microphone working on other programs?

IV. Forced layouts aren't working

Please ensure that forced layouts are enabled:

1. Click on settings
2. Select "Workspace"
3. Check the "Enable forced layouts" box
4. Hit apply

*Once enabled, a **layout mode** icon will show in the modes section.*

V. iOS and Android Limitations

Mobile devices:

- Audience members can participate in polls, view shared presentations, files, videos, and images.
- Mobile users can leave a session but not end it.
- Chat directly within the app.

More features to be added soon.

VI. Recording Issues

Can't seem to get a recording to start? Please note that a user cannot start a recording in a new room if another recording is still running in another room.