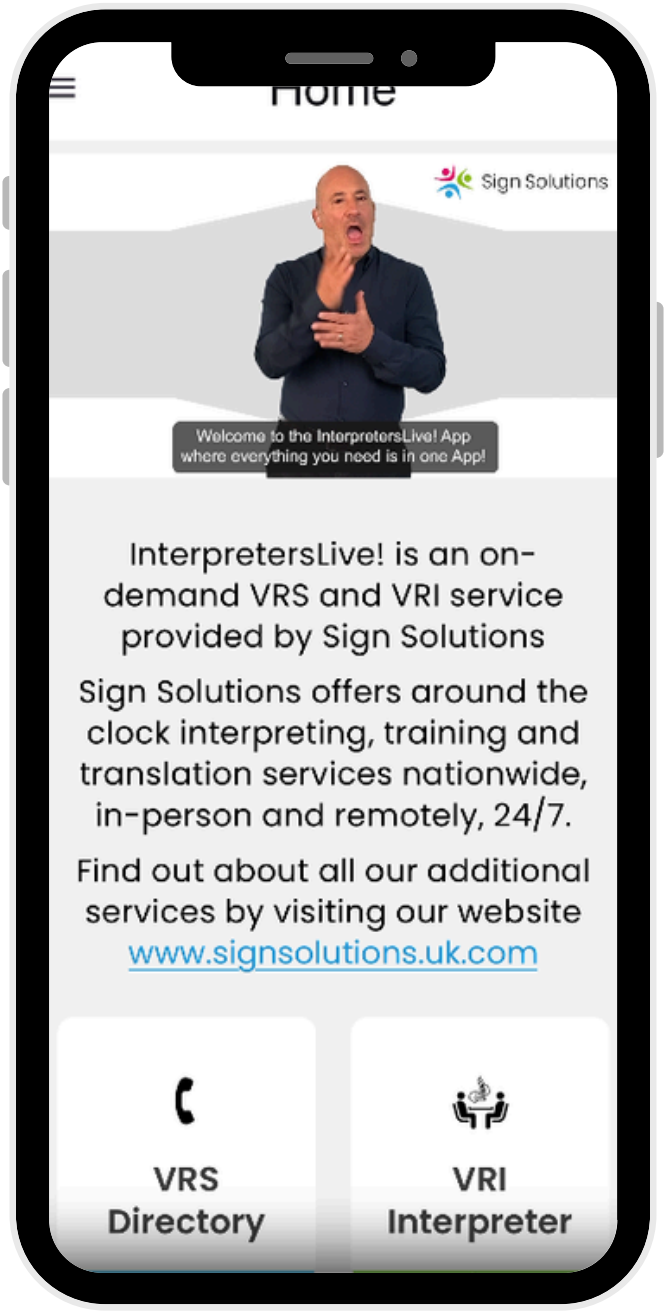
Troubleshooting guide
InterpretersLive!



Click for BSL

Scan for BSL

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Troubleshooting guide for InterpretersLive!

The InterpretersLive! platform and service is browser based, therefore if you have any problems; reaching the web page, pop ups, video/audio, microphone/camera permissions, then please follow this guide.

InterpretersLive! homepage

http://connect.interpreterslive.co.uk

This page is reached via the InterpretersLive! app or website.
If you cannot reach this page and you are using a corporate internet network, please provide your IT team with the firewall information below and once applied, retest.

Browser issues

The optimum browser for the InterpretersLive! service is Google Chrome or Microsoft Edge. However, the platform will work in any browser and on any device.
Therefore, go to settings and check you have Google Chrome or Microsoft Edge, set as your default browser.

- Search in your settings 'Choose Default Browser'.
- Then under 'Web Browser' click to choose GOOGLE CHROME or Microsoft Edge.
- Now re-open the home page but now in Google Chrome or Microsoft Edge.

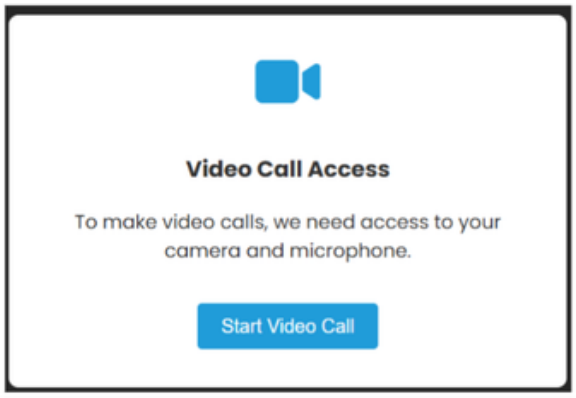
Check permission settings:

Click on the padlock in front of the web address box: 

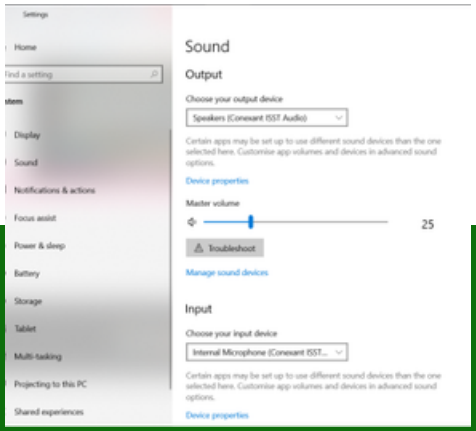


And click allow on the drop down including:

- Camera
- Microphone
- Notifications
- Pop-ups
- Sound



To be able to conduct a call you need to ensure camera and microphone permissions are enabled

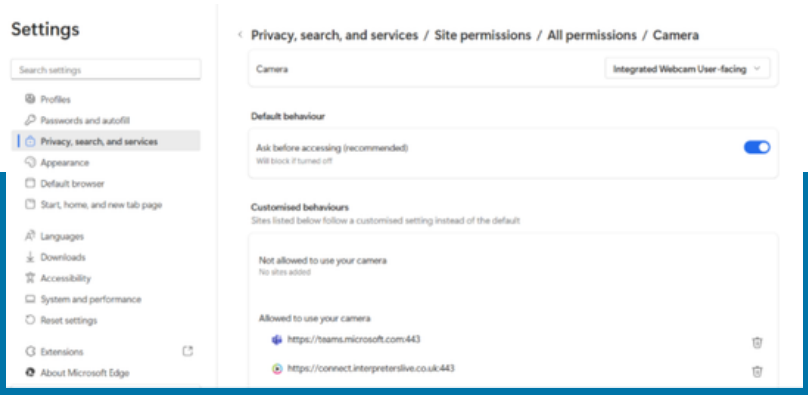


You can also use the Settings icon within a call to choose this, however, best to make your preferred camera and mic/headset default within your chosen browser, this is different in different browsers.

Microphone issues

If you are unable to hear through your speakers/headset – please go to your sound settings and make sure your input and output are set to your desired sound device.

Camera issues

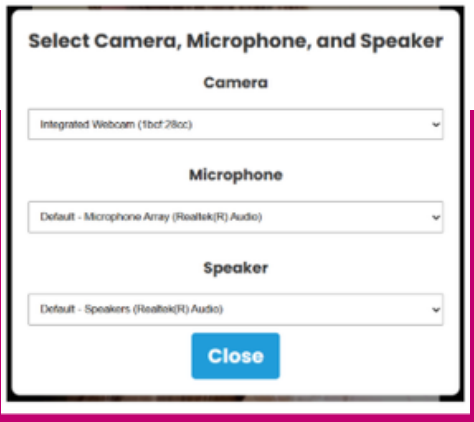


If you are unable to see the other video participant once, you Accept or make a video call, check your camera settings as follows:

Check your camera is allowed under 'allowed to use your camera'

If you are in a call and can't see each other – click on the camera icon in the search bar and check correct camera is selected – if not choose manage





You can choose the camera and the direction of the camera and Microphone options within the platform

Browser screen size issues



To adjust zoom - On a computer you can use this in your tool bar



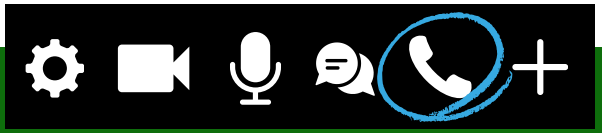
With an iPhone/iPad in the browser bar you click this icon



If a hearing client or colleague needs to call you back

Advise them to dial 0141 530 8113 and the Interpreter will answer and send you a link, by email or SMS, to join a video call.

If you miss the call, no problem you will have all the details you need to call back.



If you want to use your own voice in a call, make secure card payments, or select in-call options, click the white phone icon.

Firewall Information for IT

Firewall adjustments required are as follows:

The following URLS need to be allowed access (port 443 WSS)

- sdkgw.us1.twilio.com
- global.vss.twilio.com
- ie1.vss.twilio.com
- 51.105.74.162

And the following networks for the call media:

- port TLS/443 alone should be sufficient, but the others would be even better
- Ports used: 10,000 - 60,000 UDP/SRTP/SRTCP or TLS/443 or UDP/3478
- https://www.twilio.com/docs/video/ip-addresses
- Voice SDKs Network Connectivity Requirements | Twili

- 52.215.253.0/26 (52.215.253.0 - 52.215.253.63)
- 54.171.127.192/26 (54.171.127.192 - 54.171.127.255)
- 52.215.127.0/24 (52.215.127.0 - 52.215.127.255)
- 3.249.63.128/25 (3.249.63.128 - 3.249.63.255)
- 3.7.35.128 - 3.7.35.255
- 3.25.42.128 - 3.25.42.255
- 3.235.111.128 - 3.235.111.255
- 3.249.63.128 - 3.249.63.255
- 13.115.244.0 - 13.115.244.31
- 13.210.2.128 - 13.210.2.159
- 13.229.255.0 - 13.229.255.31
- 18.141.157.128 - 18.141.157.255
- 18.156.18.128 - 18.156.18.255
- 18.180.220.128 - 18.180.220.255
- 18.195.48.224 - 18.195.48.255
- 18.230.125.0 - 18.230.125.127
- 18.231.105.32 - 18.231.105.63
- 34.203.250.0 - 34.203.251.255
- 34.203.254.0 - 34.203.254.255
- 34.216.110.128 - 34.216.110.159
- 35.156.191.128 - 35.156.191.131
- 44.234.69.0 - 44.234.69.127
- 52.59.186.0 - 52.59.186.31
- 52.66.193.96 - 52.66.193.127
- 52.66.194.0 - 52.66.194.63
- 52.215.127.0 - 52.215.127.255
- 52.215.253.0 - 52.215.253.63
- 54.65.63.192 - 54.65.63.255
- 54.169.127.128 - 54.169.127.191
- 54.171.127.192 - 54.171.127.255

If you need any further help or guidance:
Email: interpreterslive@signsolutions.uk.com
Phone: 0121 447 9622
Live chat: https://interpreterslive.co.uk