# Troubleshooting ReadyTech Platform for DI Training Courses

1. Use Google Chrome, Mozilla Firefox or Microsoft Edge browsers ONLY!
2. Make sure you are not connected to a VPN.
3. Perform the pre-check in the same location as where you are taking the class, using the same connectivity/network/internet/browser.
4. If not seeing things move or see a spinning wheel (screen loading), try:
   - CTRL+ F5; if not fixed then
   - reload screen (arrow next to URL address at top); if not fixed then
   - log off and then log back on
   - recheck connectivity and network performance by repeating pre-check. Select your name in upper right corner, from drop down select Pre-Check.

5. Try using a Hot Spot to connect to the internet.
6. If you are not able to load the lab VM, try changing the RTV connection method to Matchmaker. Select you name in upper right corner, from drop down select Settings. Change RTV connections method to Matchmaker.

DATAINN-1059814967-173 v4.0
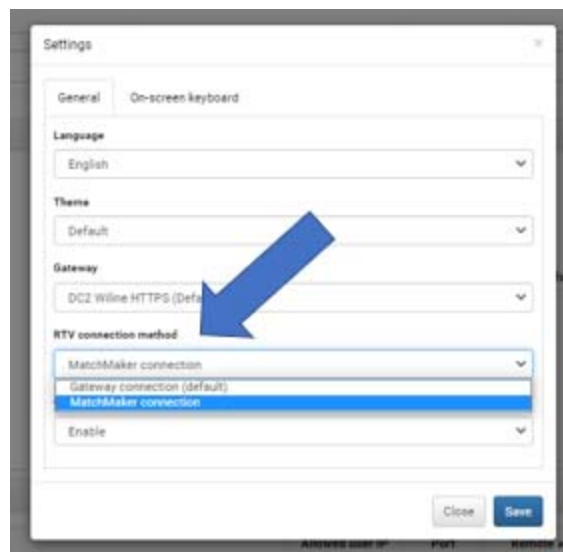
If the above steps do not resolve the issue, contact ReadyTech Support by using the Support tab on the menu bar. You can enter a ticket for email or use the blue icon on bottom right of Support screen to send an instant message.
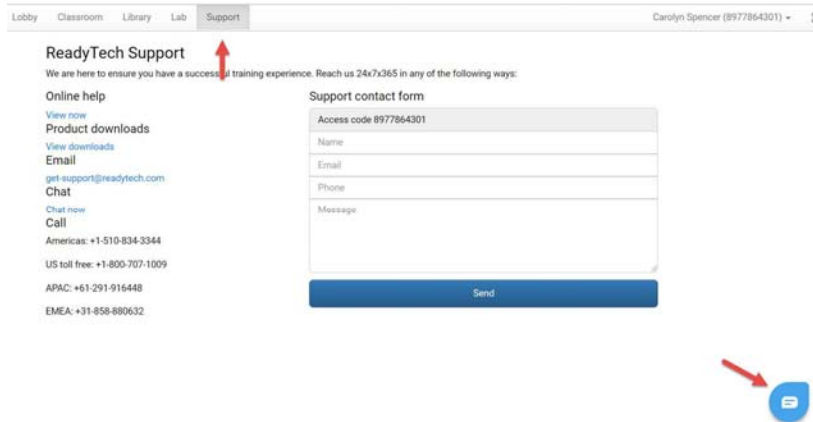
Or call ReadyTech: Americas: +1-510-834-3344 US toll free: +1-800-707-1009

Working with Virtual Classroom and local firewalls and ReadyTech

In the vast majority of cases, people should be able to connect to and use the ReadyTech Virtual Classroom without allowing any specific ports or IP addresses. Students and instructors can always check this connectivity by going to **https://instructorled.training/system-precheck**

If possible, allow all access to *.readytech.com over port 443. If that's not possible, or does not work, continue to allow the IP and ports below:

- *.readytech.com on TCP (ports 80, 443) and UDP (ports 3478,5349,33478)

- 64.71.3.161, 64.71.3.162 (Janus) on UDP (ports 20000-40000)

Audio and Microphone Setup with ReadyTech

We will be using ReadyTech audio for this training. You may need to make changes to your internet browser to allow the website to access your microphone. Please check in your browser settings that the website, https://datainnovations.instructorled.training/ can access your microphone.

To change a site's microphone permissions in Chrome:

1. Open Chrome 🌐.

2. At the top right, click More ⋮ > Settings.

3. Under "Privacy and security," click Site settings.

4. Click Microphone.

   - To allow a site that you already blocked: Under "Blocked," select the site's name and change the camera or microphone permission to "Allow."

from support.google.com/chrome

If prompted for permission to use to the microphone, for this webpage, select **Allow**.


Once in the ReadyTech Classroom, make sure your microphone is unmuted using the Audio & video box or using the microphone next to your name in the participants list.
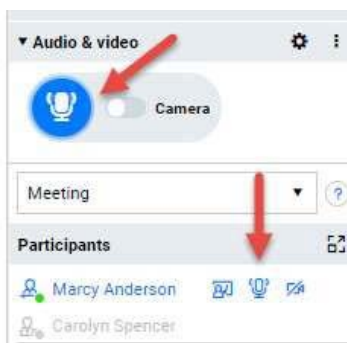
You also may need to adjust your microphone settings in ReadyTech. In the right pane of the Classroom, select the settings gear in the Audio & video box.
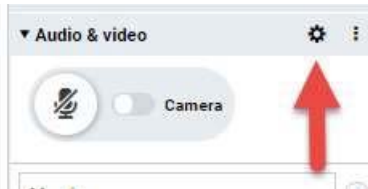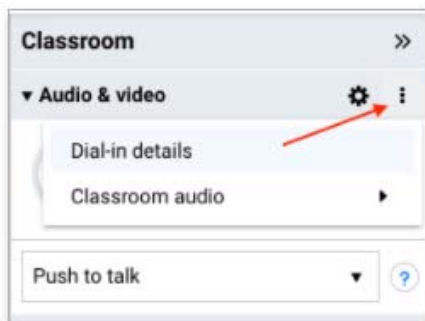

With the Audio option selected, use the drop-down menu under Microphone to select the correct device. When the correct microphone is selected, you should see movement in the blue bar below where you chose your device.
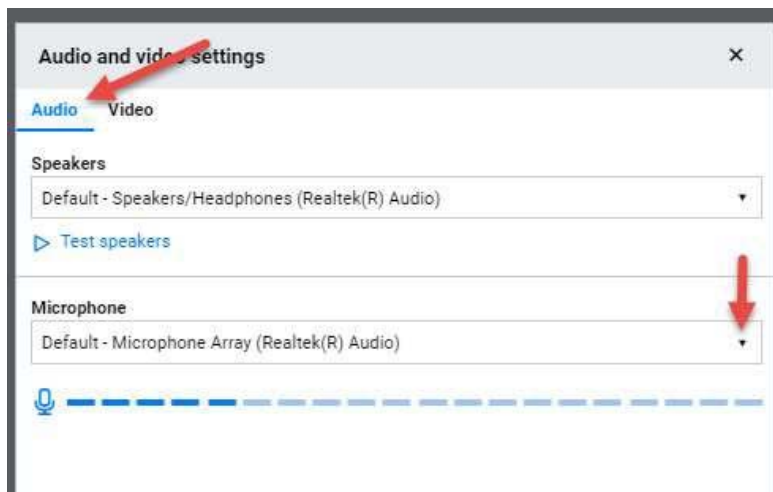
If dial-in option is enabled:

1.   Click the options menu next to "Audio & video"

2.   Click Dial-in details

3.   Follow the steps on the screen