

## AcuLege Technical Support

### 1. System Requirements

- **Devices**

- Minimum requirements for desktops  
RAM: Min 8GB.  
Operating System: Window 7, Mac OS/X 10.11 and above.
- Minimum requirements for mobile  
Operating System: Android 7, iOS 12.1 and above.

- **Browsers**

- Chrome (version 65 and above) - for Windows, Mac, Android, iOS.
- Safari (version 10.12 and above) – Mac and iOS.

- **Internet**

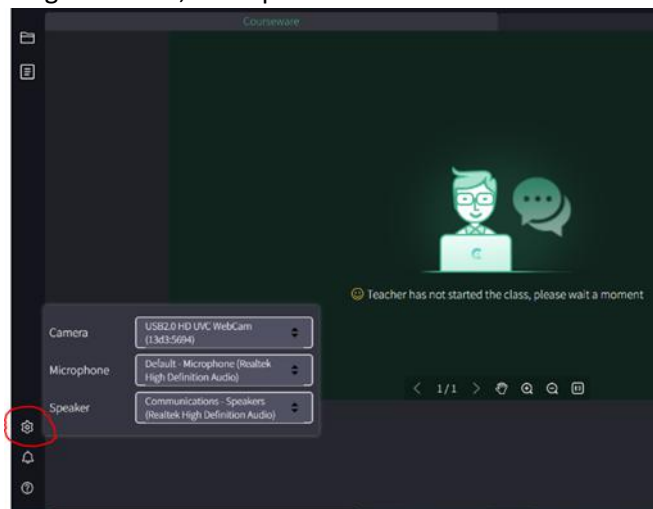
- Upload / download speed >2.5mbps.

### 2. Troubleshooting

**Question : My camera, microphone, speaker does not work.**

#### A. AcuLege Device Test

- On your first log in, the system will ask that you do an automatic device test. Your audio, video settings will be stored for future log in. However, sometimes you might add a new headphone or camera in another application, your previous setting for AcuLege will be lost. You need to re-select the right camera, microphone and speaker.
- Click the Device test icon on the bottom left screen.
- Select the right camera, microphone and



speaker.

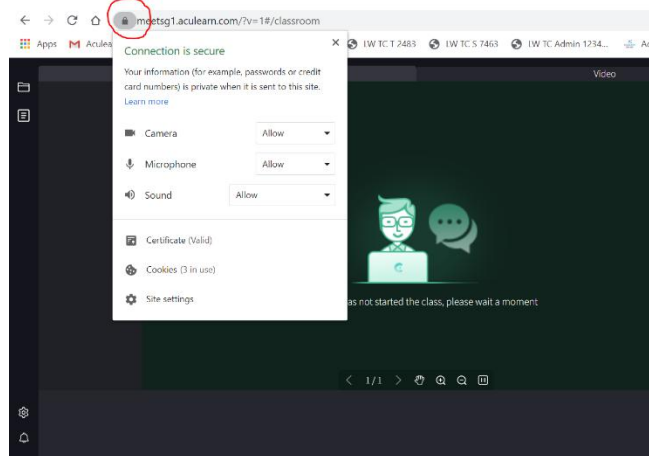
## B. Allow access to your camera, microphone and speaker.

For AcuLege classroom to function, you **MUST** give permission to AcuLege to access your camera, microphone and speaker. Click Allow when asked.

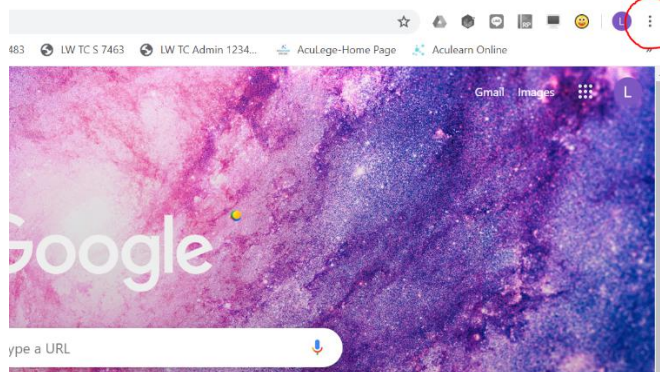
If you accidentally disallowed, you can reset to allow as follows:

### i. Permission settings (Chrome for Windows and Mac)

Click the "lock" icon in the browser. Select Allow.



If this fail, go to the browser settings. Click the 3 vertical dots in the right hand corner of the browser > settings > Privacy and security > site settings. Give permission to camera, microphone and sound.

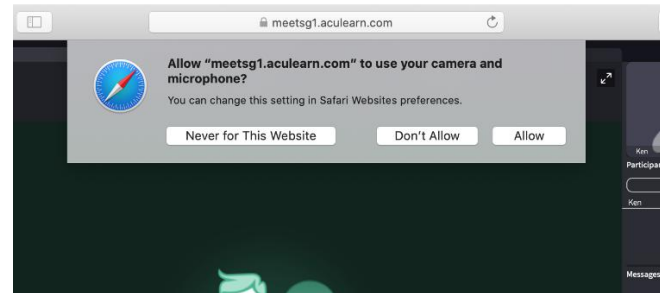


### ii Permission settings (Chrome for Mac only)

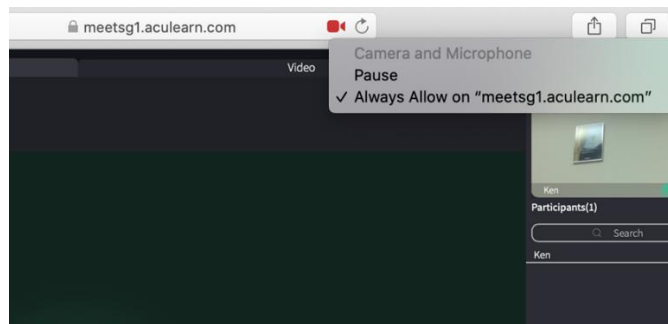
- Allow Chrome browser access to your camera, microphone and speaker.
- Go to Apple menu > System Preferences > Security & Privacy > Privacy tab.
- Unlock (click) the lock icon in the lower-left to allow you to make changes to your preferences.
- Click Camera in the left sidebar and then select the checkbox next to Chrome.
- Click Microphone in the left sidebar and then select the checkbox next to Chrome.

### iii Permission settings (Safari for Mac only)

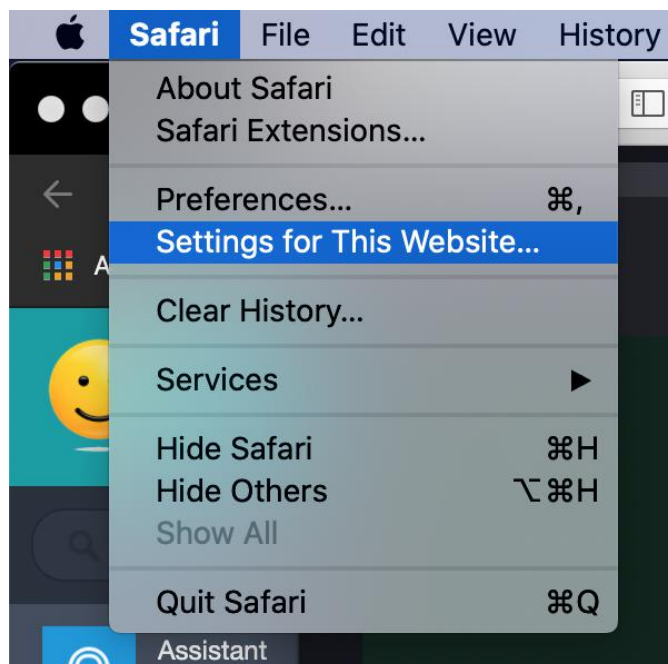
If you accidentally click on “Don’t Allow”, you have to refresh Safari to be prompted again



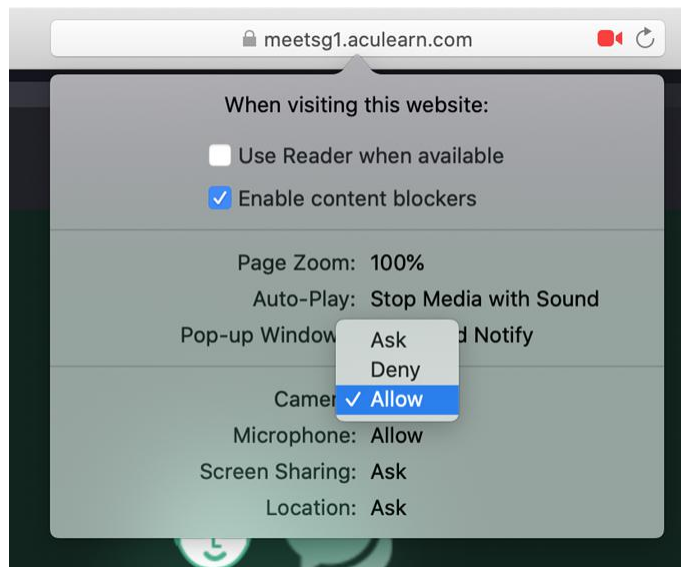
Safari will prompt user for permission every time the browser is refreshed. You may select “Always Allow” by clicking on the red camera icon on Safari address bar to permit access without prompting each time.



If you have selected “Never for this Website” and would like to permit access again, you will need to go to Safari menu, select “Settings for This Website...”

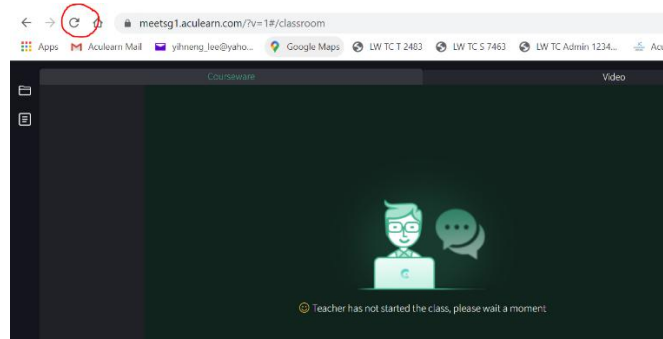


Select "Allow" on the menu for Camera and Microphone.



**Question : My internet connection is slow or unstable.**

- Try refreshing the browser by clicking the circular arrow.



- Check your internet speed.
- Move your device to an area with better WiFi signal.
- Use Ethernet (wired) connection.
- If you have a dual band router, use the 5GHz network instead of the 2.4GHz.
- Troubleshoot Connectivity Issues on Your Device
  - Use your device's pre-existing troubleshooter to troubleshoot potential problems with your device's network.

On Windows, click on the Windows search bar and search "Troubleshoot network". Open Find and fix network problems and follow the instructions given.

On Mac, choose Apple menu -> System Preferences and click Network. Click Assist me, and then click Diagnostics and follow the instructions given.

