AVAYA Spaces

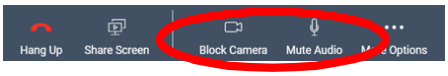
Troubleshooting Checklist

BRIEFING

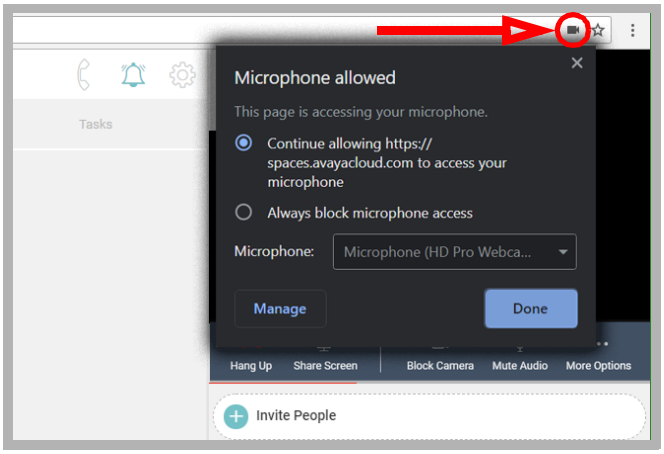
Having difficulties with Avaya Spaces? Here's a handy list of things you can check before calling the helpline.

LAUNCH

- Confirm you are using a **Google Chrome** or **Mozilla Firefox** browser.
- Make sure your Spaces room camera is enabled.
- Confirm your audio is on.



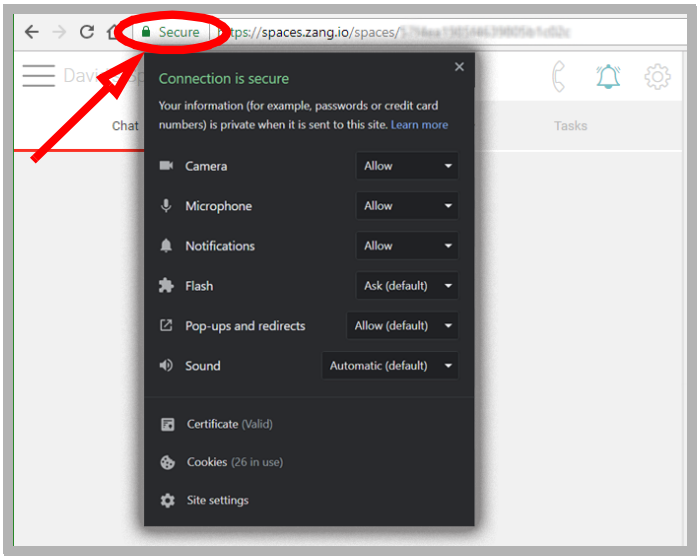
- Click the camera icon in the upper right-hand side of your browser address bar. Check that your video and microphone devices are allowed on Spaces, and that the proper devices are being used. Change the selected microphone and camera devices if necessary.



Note: The Spaces Free license only supports 1-1 video calls; it does not support group video calls.

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- Click **Secure** in the left-hand side of the browser address bar and make sure all the options are set to **Allow**.



- Check your speaker/headphones and microphone settings on your computer.

FOR WINDOWS USERS

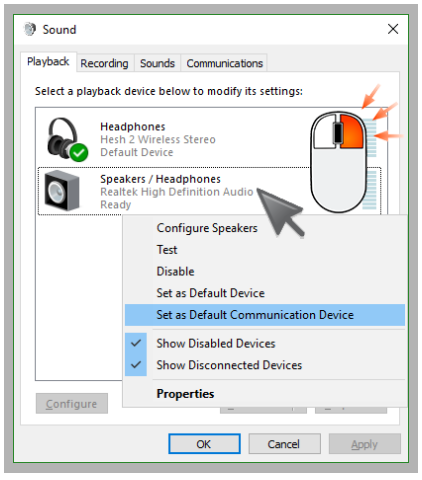
To adjust your speakers:

- From the Windows Control Panel, click the **Sound** icon. On the **Playback** tab, ensure that the output device (i.e. speakers, headphones) you want to use with Spaces is set as the default.

To adjust your microphone:

- From the Windows Control Panel, click the **Sound** icon. On the **Recording** tab, ensure that the input device (microphone) you want to use with Spaces is set as the default.

Right-click the device and select **Set as Default Communication Device**.



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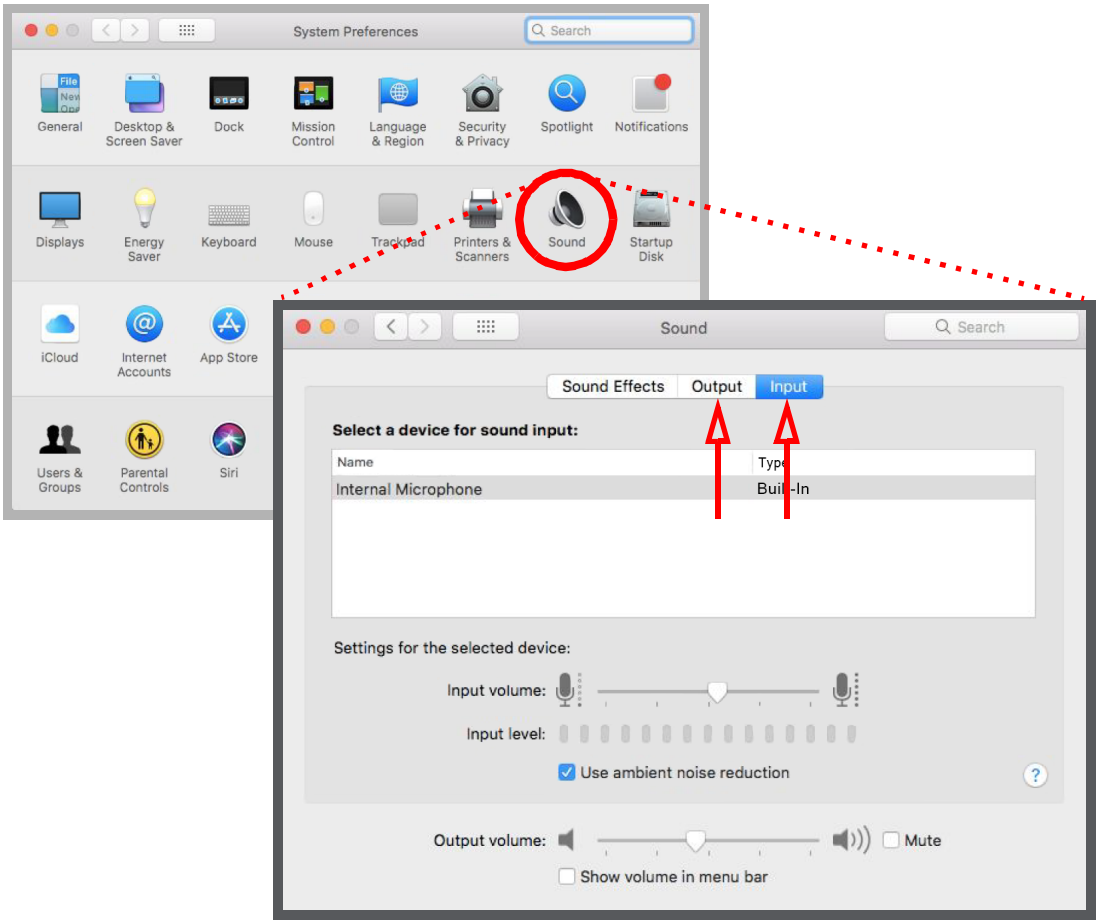
FOR MAC USERS

To adjust your microphone:

- Launch your System Preferences, and click **Sound**. Select the **Input** tab. Ensure that the Input device (i.e. microphone) you want to use with Spaces is set as the default. Set the microphone you want to use as default.

To adjust your speakers:

- Launch your System Preferences, and click **Sound**. Select the Output tab. Ensure that the Output device (i.e. speakers/headphones) you want to use with Spaces is set as the default. Set the speakers/headphones you want to use as default.



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HOW TO CAPTURE LOGS

If the above has failed to resolve the issue, please capture and send system logs to the Avaya Spaces Technical Support Team (**onecare.avaya.com**)

- While in a Space, hit **F12** (PC) or **Command+Option+I** (Mac) to open the developer tools.
- Refresh your page (hit **F5** or the refresh icon on your browser), then reproduce the issue.
- On the **Console** tab of the developer tools, right click **Save as** to download the Console file.
- On the **Network** tab of the developer tools, right click **Save as HAR with content** to download the Network file.
- Open a service request with Avaya support and attach both of the files you just downloaded and saved. Include a detailed explanation of the issue you are experiencing.

STILL NEED HELP?

If that didn't fix it, please open a service request with the Avaya Spaces Technical Support Team.

Go to **onecare.avaya.com** and login with your Avaya SSO credentials and submit your request.

If you do not have an account, go to **onecare.avaya.com/spaces** and select the option that best fits your situation.

COVID-19 Avaya Spaces

Free Avaya Spaces Trial

Legacy Spaces (purchased through Zang)

Avaya Spaces for Avaya Associates

Avaya Spaces for Existing Customer or Business Partner with an SSO ID

Account Questions and Feedback

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