Jigsaw Troubleshooting Tips

Putting the pieces together to unleash the power of virtual personalized learning.
Table of Contents

Help…I click Join Using Browser button, but nothing happens ................................................................. 3
  Tip # 1: Clear the Internet browser’s cache or settings .................................................................................... 3
  Tip # 2: Check the Internet browser for a popup blocker and disable or add an exception.................................... 3
  Tip # 3: Check Adobe Flash Player ................................................................................................................... 10
  Tip # 4: Try a different Internet browser .......................................................................................................... 10

Help…I click the talk button, but no one hears me. .......................................................................................... 10
  Tip # 1: Inside Jigsaw, select the correct microphone ....................................................................................... 10
  Tip # 2: Outside Jigsaw, other tips. .................................................................................................................... 11
  Tip # 3: Check bandwidth speed ....................................................................................................................... 12

Help…I can’t share my desktop with my students. ............................................................................................ 13
  Tip # 1: Check Java ........................................................................................................................................... 13
  Tip # 2: Check your Internet upload speed ........................................................................................................ 13
  Tip # 3: Make sure you are using the correct browser. ...................................................................................... 13

Help…I Get “Loading or Authorizing” and Nothing Happens ............................................................................. 13
  Tip # 1: Check ports and whitelist sites. .......................................................................................................... 13

Help…My camera won’t start. ............................................................................................................................... 14
  Tip # 1: Troubleshoot ...................................................................................................................................... 14

Help…I’m in a session and every time I talk, it echoes. ....................................................................................... 14
  Tip # 1: Check input level on the microphone. .................................................................................................. 14

Help…I’m in a session and added an asset, but now I don’t see it ...................................................................... 15
  Tip #1: Click the “Session Refresh” located in the Presenter Toolbar. .................................................................. 15

Are you experiencing issues within Jigsaw? If so, this document will provide you with basic troubleshooting tips.
Help...I click Join Using Browser button, but nothing happens.

**Tip # 1: Clear the Internet browser’s cache or settings.**

Always clear your Internet browser's cache or settings. Once cleared, close the browser or “Quit” if on a MAC and restart the browser. For more information on how to clear a cache / settings view this link: [http://www.wikihow.com/Clear-Your-Browser's-Cache](http://www.wikihow.com/Clear-Your-Browser's-Cache)

**Tip # 2: Check the Internet browser for a popup blocker and disable or add an exception.**

See below for how to steps for browsers: Safari, Google Chrome, Internet Explorer and Mozilla Firefox.

**Safari**

*How to Disable a Pop-up Blocker*

1. From the Safari menu bar, select Safari, and Preferences.
3. Make sure Block pop-up window is not selected.
Google Chrome
How to Add An Exception to Your Pop-up Blocker

1. From the Google Chrome navigation menu, select the “tools” button to the far right of the url address.

2. From the drop down, select **Settings**.

3. Scroll to the bottom and select **Show advanced settings**.

4. Under Privacy Settings select **Content settings**...

5. Scroll down to the Pop-ups section and select **Manage exceptions...**
Jigsaw Troubleshooting Tips

select, **Manage exceptions.**

6. Add the following as seen in the image to the exception list.

Click Done for all windows until returned to the Settings page. Then close the settings.

**In Chrome Trying To Join A Session Using The VL App and You Get This Message**

“Join Using VL App” **will not work** in Chrome, use another browser or “Join Using Browser” button instead.
1. Click on the tools icon in the top right corner.

2. Select Internet Options.

3. Select the tab, Privacy and the button, Settings.
4: Add the sites listed and configure settings as shown in the image to the right and close.
Mozilla Firefox

How to Add An Exception To Your Pop-up Blocker

1. From the Firefox menu bar, select Firefox, and Preferences.

2. Select Content.
3. Select **Block pop-up windows** and choose, **Exceptions**.

Add the websites as seen in the image.
Tip # 3: Check Adobe Flash Player.

✓ Make sure you have the latest version of Adobe Flash Player. For the latest version go to: [www.get.adobe.com/flashplayer/?promoid=JZEFT](http://www.get.adobe.com/flashplayer/?promoid=JZEFT).
✓ Test Adobe Flash Player go to: [www.helpx.adobe.com/flash-player.html](http://www.helpx.adobe.com/flash-player.html).

Tip # 4: Try a different Internet browser.

✓ Clear the cache and test the different browser for Adobe Flash before trying to join a session.

**Note:** *Google Chrome has Flash built into the browser.*

**Help...I click the talk button, but no one hears me.**

**Tip # 1:** Inside Jigsaw, select the correct microphone.

1. Look in the bottom left corner of the session toolbar and open the wrench icon.
2. Select the button, **Permissions Setup** and select, **Allow** and **Remember**.

3. Select the button, **Microphone Setup** and select the microphone you are using.

   **Note:** Turn off any other programs that use your microphone and webcam, such as Skype, Google Hangout, Yahoo Messenger, etc.

**Tip #2: Outside Jigsaw, other tips.**

**Google Chrome Audio Settings (PC Only)**

- On the top right corner of the browser there is a camera icon (if you started your camera)
- Make sure continue allowing stream.jigsawme.com to access your camera and microphone is selected.
- Make sure the correct microphone is selected.

**Windows System Tray (PC Only)**

- Right click the sound icon > Audio Devices > Recording Tab
- Make sure the correct microphone is selected.
Jigsaw Troubleshooting Tips

Windows 8 (PC Only)

- Start > Control Panel > Hardware and Sound
- Make sure the correct microphone is selected.
- Make sure the input level is 50% or more.

If Using a MAC...

- Apple Menu
- System Preferences
- Sound
- Make sure the correct microphone is selected and the input volume is 50% or more.

Tip #3: Check bandwidth speed.

- Go to [www.speedtest.net](http://www.speedtest.net) and test.
- Go to [www.pingtest.net](http://www.pingtest.net) and test.

<table>
<thead>
<tr>
<th>Requirement</th>
<th>Apple® Macintosh®</th>
<th>Microsoft® Windows®</th>
</tr>
</thead>
<tbody>
<tr>
<td>Versions Supported:</td>
<td>OS X Yosemite</td>
<td>Windows 7, 8, 8.1</td>
</tr>
<tr>
<td></td>
<td>OS X Mavericks</td>
<td>(8 in Desktop Mode)</td>
</tr>
<tr>
<td></td>
<td>OS X Mountain Lion</td>
<td>Windows Vista</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Windows XP</td>
</tr>
<tr>
<td>Browsers Supported:</td>
<td>Chrome®</td>
<td>Chrome®</td>
</tr>
<tr>
<td></td>
<td>Firefox®</td>
<td>Firefox®</td>
</tr>
<tr>
<td></td>
<td>Safari™</td>
<td>Internet Explorer®</td>
</tr>
<tr>
<td>Bandwidth (Facilitator):</td>
<td>Upload: 1.5 mbps</td>
<td>Upload: 1.5 mbps</td>
</tr>
<tr>
<td></td>
<td>Download: 1.5 mbps</td>
<td>Download: 1.5 mbps</td>
</tr>
<tr>
<td></td>
<td>Ping: 150 or less</td>
<td>Ping: 150 or less</td>
</tr>
<tr>
<td></td>
<td>Jitter: Near zero as possible</td>
<td>Jitter: Near zero as possible</td>
</tr>
<tr>
<td>Bandwidth (Participant):</td>
<td>Upload: .75 mbps/1.0 mbps*</td>
<td>Upload: 1.5 mbps</td>
</tr>
<tr>
<td>*No Camera / Camera</td>
<td>Download: .75 mbps or greater</td>
<td>Download: 1.5 mbps</td>
</tr>
<tr>
<td></td>
<td>Ping: 150 or less</td>
<td>Ping: 150 or less</td>
</tr>
<tr>
<td></td>
<td>Jitter: Near zero as possible</td>
<td>Jitter: Near zero as possible</td>
</tr>
<tr>
<td>Native Data Transport:</td>
<td>Standard browser port 443</td>
<td>Standard browser port 443</td>
</tr>
<tr>
<td>Join Access, Audio, and Video</td>
<td>Adobe® Flash Player® 11.1 or</td>
<td>Adobe® Flash Player® 11.1 or</td>
</tr>
<tr>
<td></td>
<td>greater</td>
<td>greater</td>
</tr>
<tr>
<td>Internet Audio (VoIP)</td>
<td>• Full duplex sound card</td>
<td>• Full duplex sound card</td>
</tr>
<tr>
<td></td>
<td>• Speakers</td>
<td>• Speakers</td>
</tr>
<tr>
<td></td>
<td>• USB headset (optional)</td>
<td>• USB headset (optional)</td>
</tr>
<tr>
<td></td>
<td>• Microphone with noise</td>
<td>• Microphone with noise</td>
</tr>
<tr>
<td></td>
<td>cancelling</td>
<td>cancelling</td>
</tr>
<tr>
<td>Video</td>
<td>• Webcam (optional)</td>
<td>• Webcam (optional)</td>
</tr>
</tbody>
</table>
Help...I can’t share my desktop with my students.

Tip #1: Check Java.

✓ Make sure you have installed the latest version of Java. For the latest version of Java go to: www.java.com.
✓ Make sure you have only one version of Java installed on your computer.

Tip #2: Check your Internet upload speed.

✓ For Desktop Sharing an upload speed of at least 1.5 mbps or greater is required.
✓ For bandwidth testing go to: www.speedtest.net and www.pingtest.net.

Tip #3: Make sure you are using the correct browser.

✓ MAC and Windows user make sure you have join the session using “Join Using VL App”.

Help...I Get “Loading or Authorizing” and Nothing Happens

Tip #1: Check ports and whitelist sites.

✓ Check Firewall – Add Exceptions
✓ Check Packet Inspection – Add Exceptions
✓ Check Proxy Server – Add Exceptions

Jigsaw uses ports: 80 and 443

September 11, 2015
Help...My camera won’t start.

**Tip # 1: Troubleshoot.**

- Does your camera work outside of Jigsaw?
- Make sure you don’t have another application running that is accessing your camera.
- When entering the session, be sure to allow Adobe permissions to access your camera.
- Check your camera settings within Jigsaw by selecting the wrench icon in the bottom tool bar to make sure you have the correct camera selected.

Help...I’m in a session and every time I talk, it echoes.

**Tip # 1: Check input level on the microphone.**

- Check the input level on your device (computer)
- Check the input level in the Adobe settings.
Help...I’m in a session and added an asset, but now I don’t see it.

Tip #1: Click the “Session Refresh” located in the Presenter Toolbar.