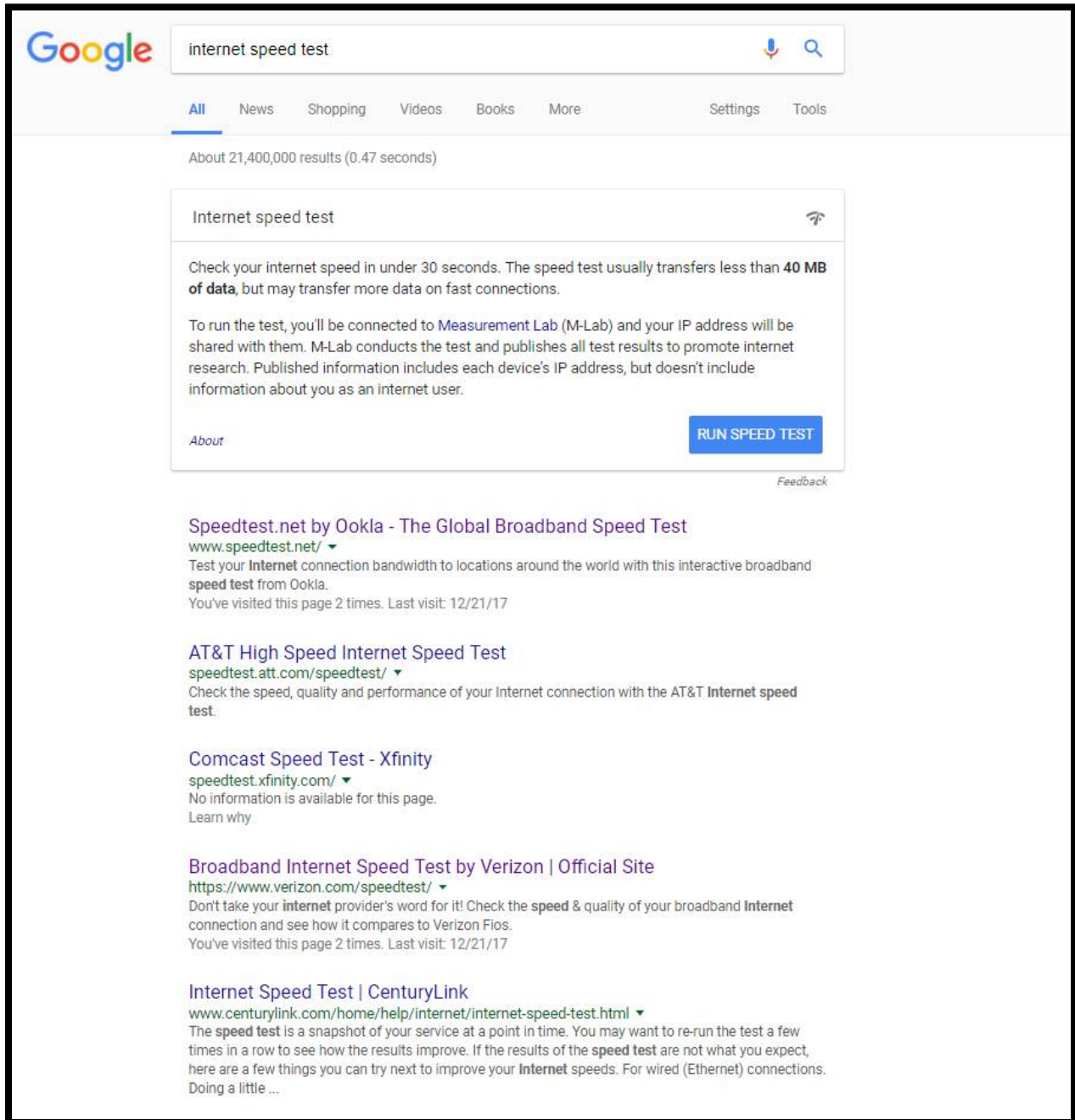It is important to have a stable Internet connection when using NEWROW_ software.
The recommended minimum connection speed is 1.5 Mbps for both directions (upload and download).
There are multiple online tools to check speed of your home connection.
To find them just type "internet speed test" in the Google search field .

Most of them do not require any downloads. www.speedtest.net – is very simple to use.
It is important to have a stable Internet connection when using NEWROW_ software.

To optimize your network performance:
1. Close other open browser windows and tabs as well as all other programs that are connected to the Internet (e.g. Outlook, Skype etc).
2. Check with all other users on the same Internet network (home wireless). Is anyone downloading a large file or streaming video, for example? That will take more bandwidth from the network.

When joining a newrow_ smart room for the first time you will automatically be prompted to give permission to access your webcam and microphone.
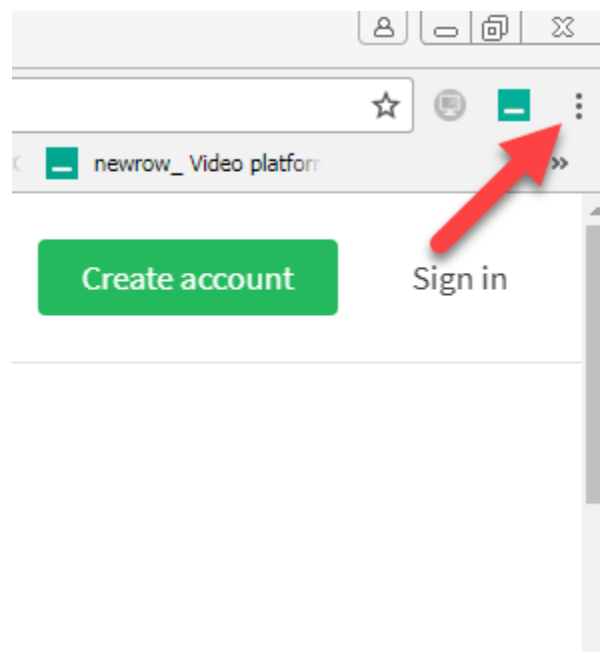
Once you give permission to access your webcam and microphone, you are automatically added to the stage.

The newrow.com website will automatically connect you camera and microphone when next time you join a newrow_ smart room from the same browser.
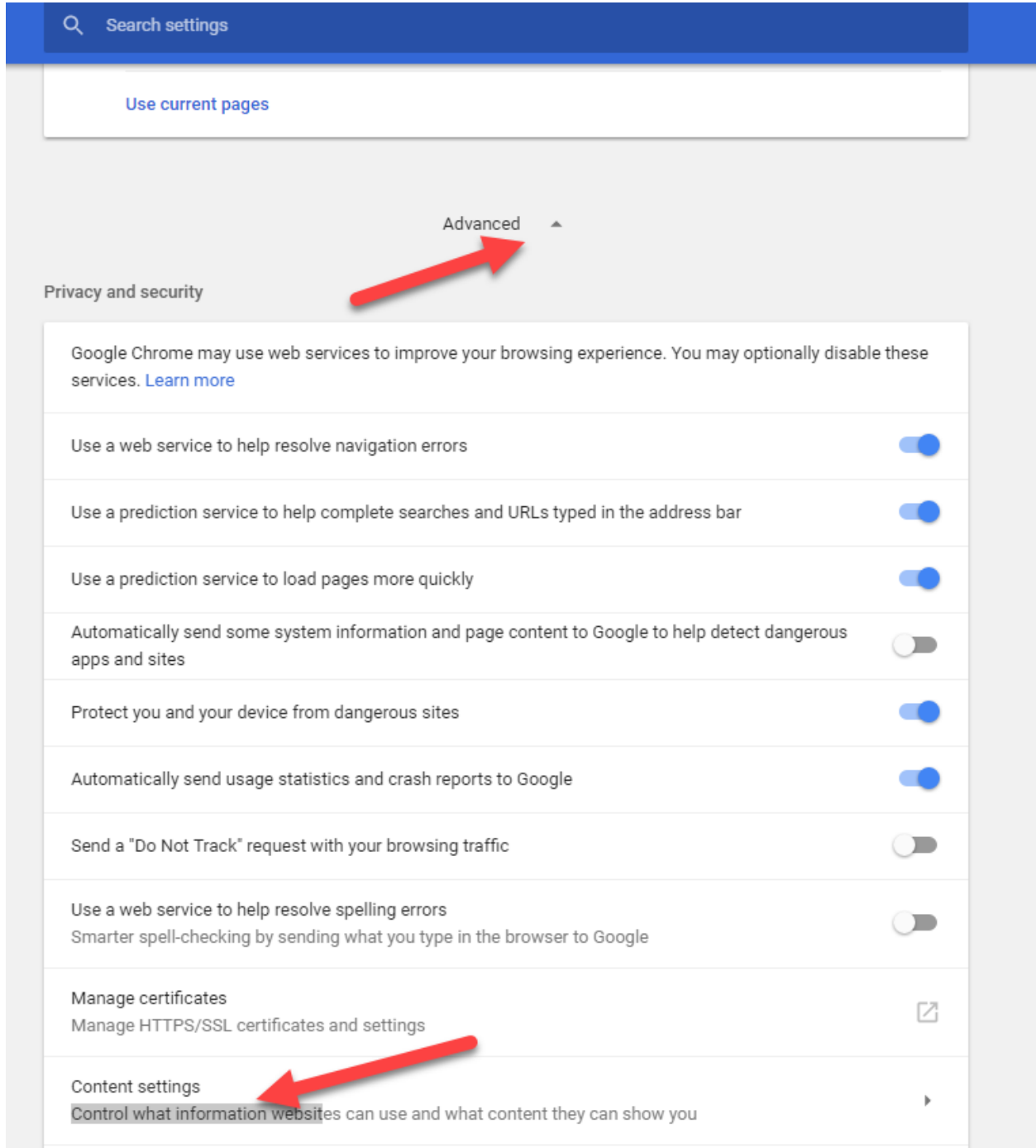
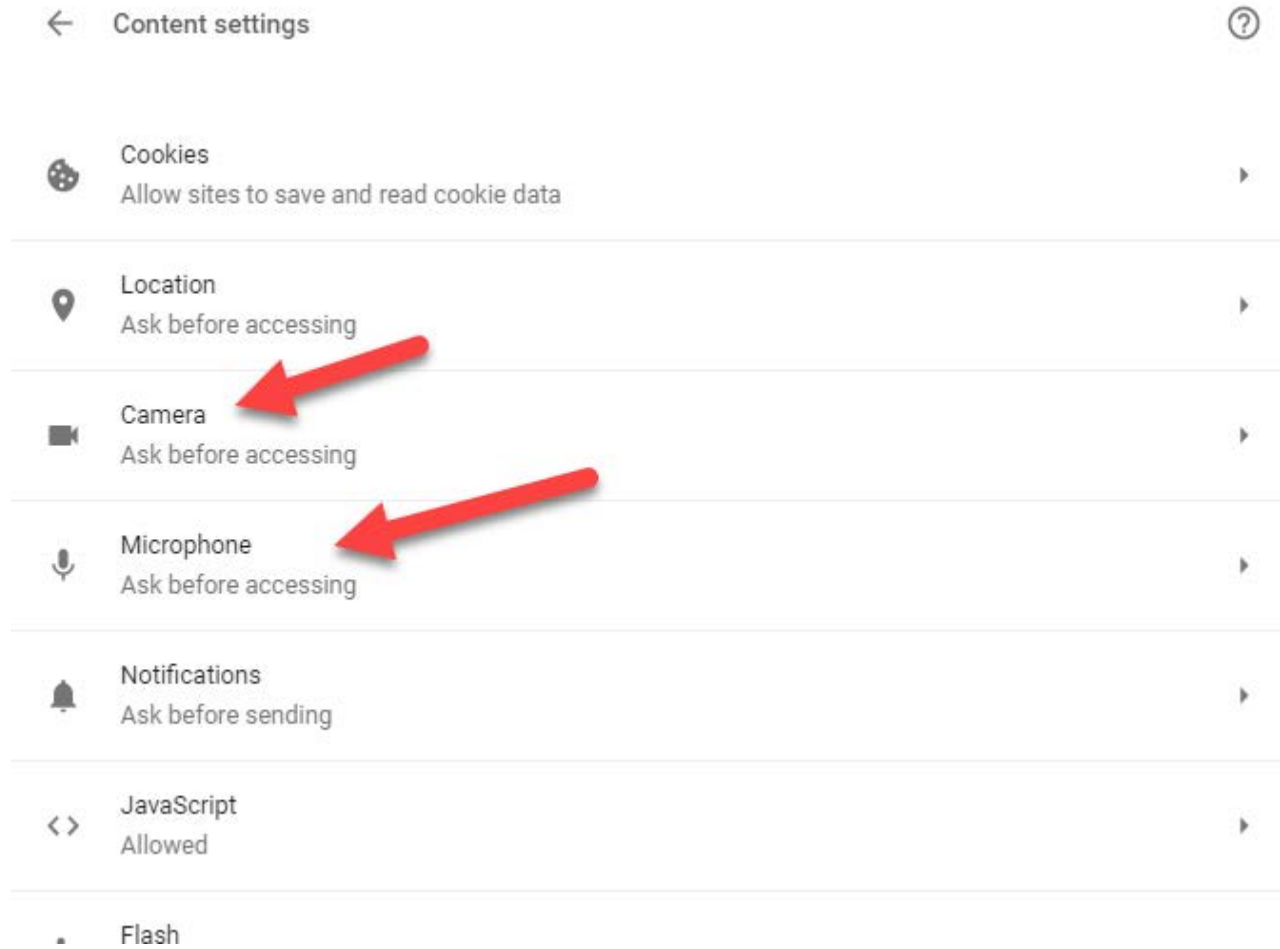There are a few simple steps to check if your browser is configured correctly.

Chrome

    1. Go to Chrome settings:

2. From the drop down menu select "Settings" and scroll down to "Advance" then click "Content settings"

3. On the next screen you need to check settings of your camera and microphone.

	Content settings	
🍪	**Cookies** Allow sites to save and read cookie data	▸
📍	**Location** Ask before accessing	▸
🎥	**Camera** Ask before accessing	▸
🎤	**Microphone** Ask before accessing	▸
🔔	**Notifications** Ask before sending	▸
<>	**JavaScript** Allowed	▸
	Flash	

Click on the "Camera" and make sure that you camera is not blocked. Check if newrow.com is in the list of allowed websites.

← Camera

HD Webcam C615 (046d:082c) ▼

Ask before accessing (recommended)

Block

     https://www.facebook.com:443

Allow

     https://docs.google.com:443

     https://hangouts.google.com:443

     https://smart.newrow.com:443

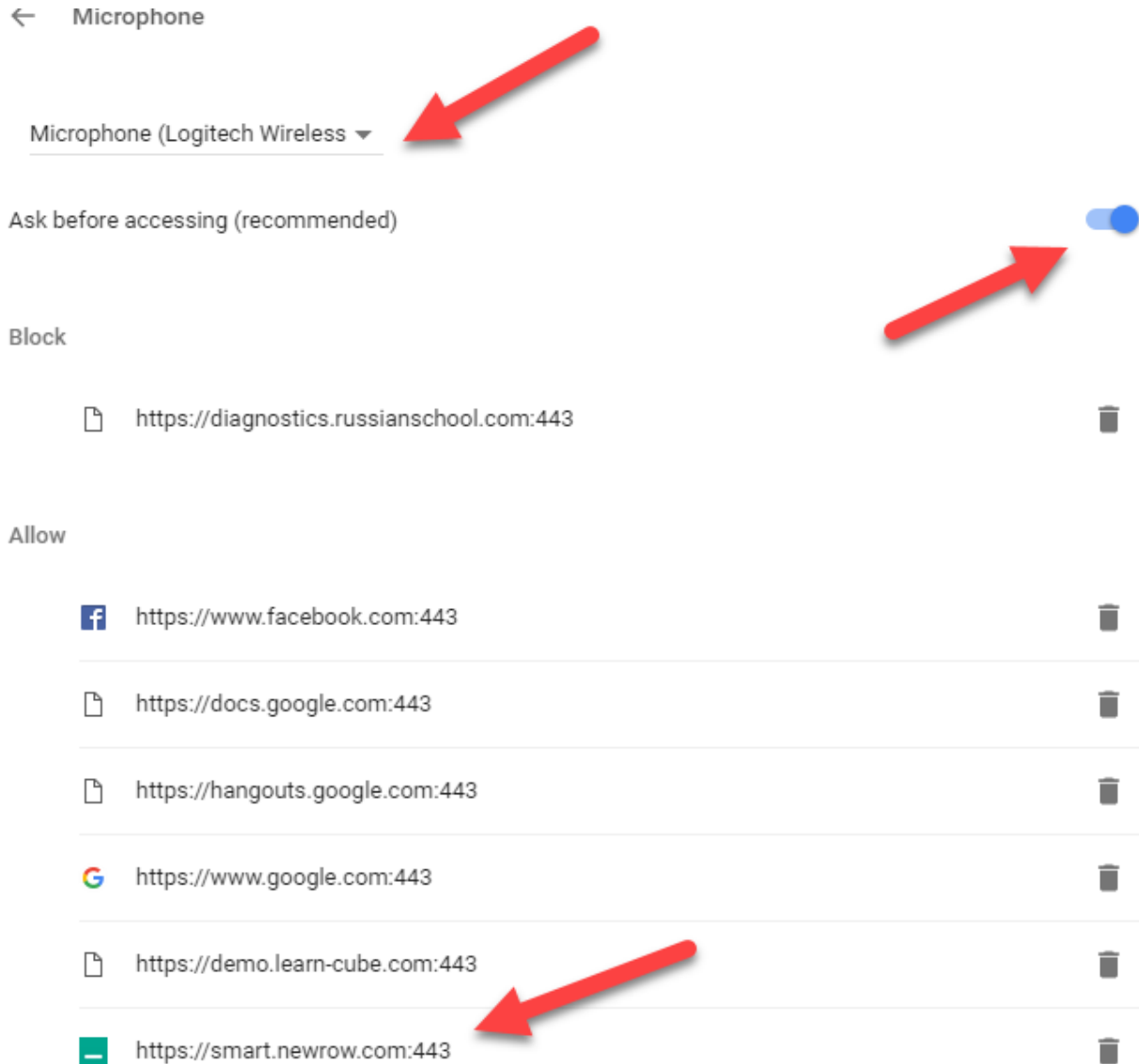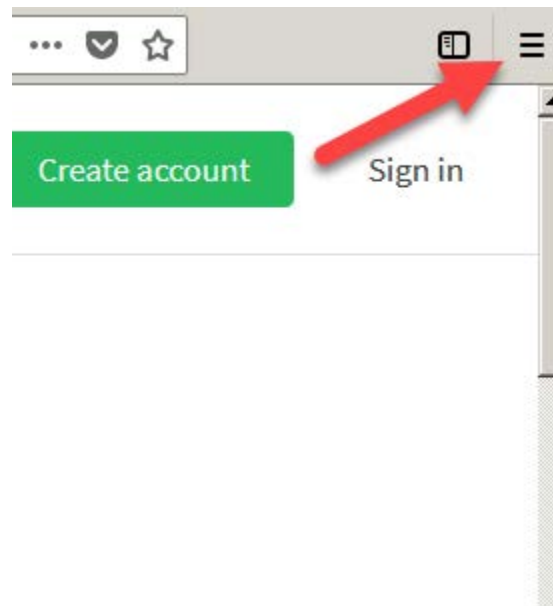   https://backend.wiziq.com:443

     https://live.wiziq.com:443

Click the "Microphone" and make sure that you microphone is not blocked and the newrow>com is in the list of allowed sites. If you have more than one microphone connected to your computer select one you are going to use when you are in class.

← Microphone

Microphone (Logitech Wireless ▼

Ask before accessing (recommended)

Block

📄 https://diagnostics.russianschool.com:443 🗑

Allow

📘 https://www.facebook.com:443 🗑

📄 https://docs.google.com:443 🗑

📄 https://hangouts.google.com:443 🗑

G https://www.google.com:443 🗑

📄 https://demo.learn-cube.com:443 🗑
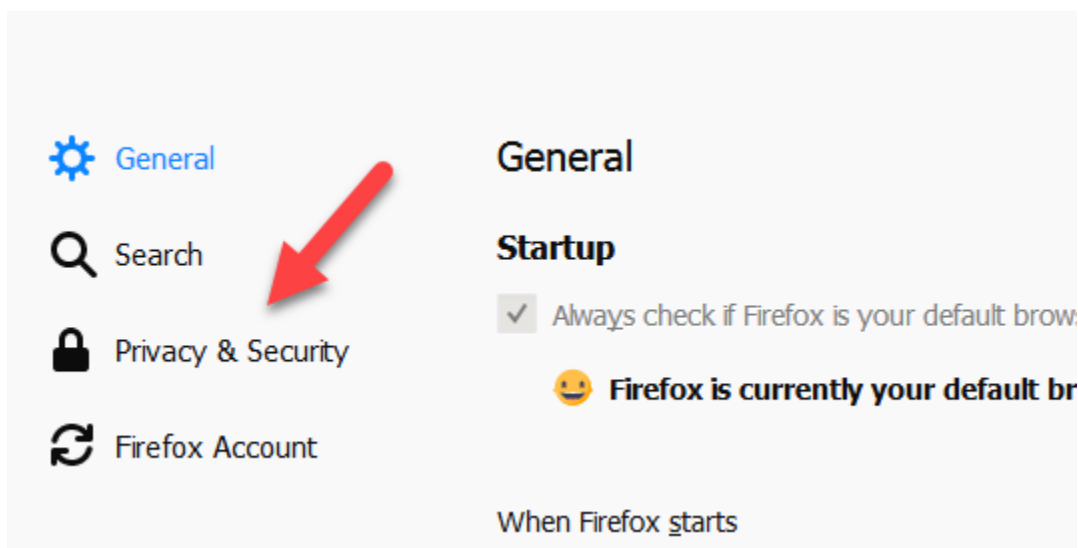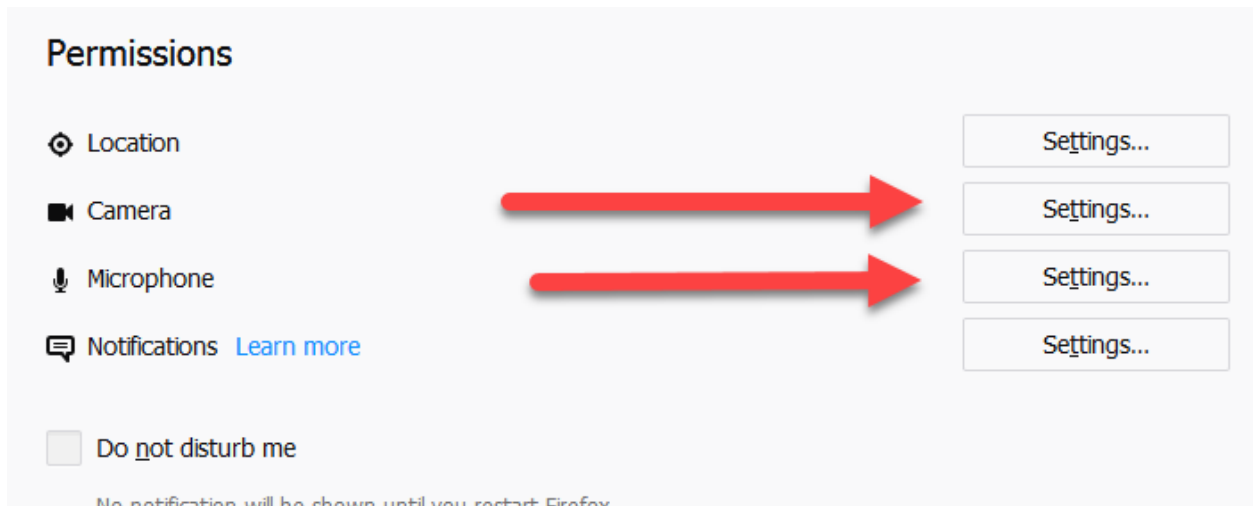
▬ https://smart.newrow.com:443 🗑
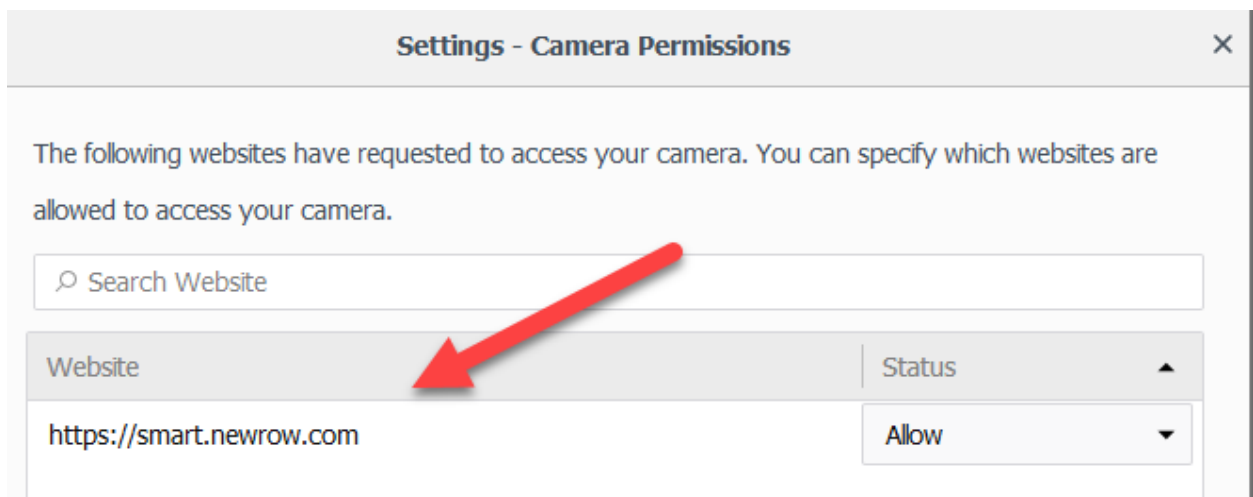
<u>Firefox</u>

1. Go to Firefox settings:

2. From the drop down menu select "Options" then click on Privacy

Scroll down and check settings of your camera and microphone.

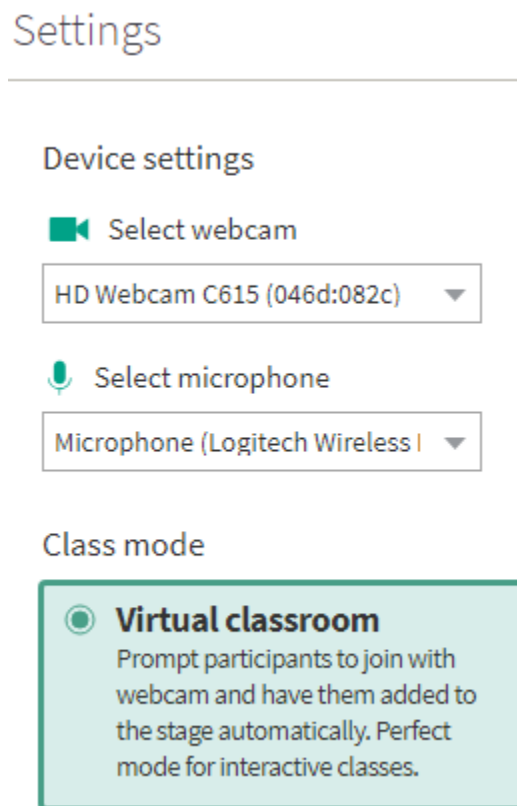Click "Settings" to make sure that the smart.newrow.com website is allowed to use your camera.

Then click microphone settings. You will see the same picture for your microphone.

Live class

Click the circle on the top screen menu.

Check devices (camera and microphone) used in the class.

The class mode is "Virtual classroom".