

<b>Troubleshooting Guide</b>	<b>Description</b>
<a href="#">Member doesn't get the SMS invite</a>	The member doesn't get an SMS text message from Stroom
<a href="#">Invite link isn't clickable</a>	The invite link isn't clickable, it is not blue and underlined (not hyperlinked)
<a href="#">Member gets an "invitation expired" message</a>	The member opens the link and gets an "invitation expired" message
<a href="#">Member gets a "browser unsupported" error message</a>	The member is redirected to a "browser unsupported" error message
COMING SOON	The member should see pop-ups asking for camera and microphone permissions before their first Stroom call. If they allow for both permissions (required for a Stroom call with member audio and video) they should be redirected to a screen where they can click a button labeled "Start Stroom." This disposition is for members who are not redirected.
COMING SOON	The member is redirected to a blank white browser screen
<a href="#">Page takes a long time to load or times out</a>	The page takes a long time to load, or times out
COMING SOON	The Expert does not see the call ring through to their Expert View portal
<a href="#">Expert sees a black screen instead of member video</a>	The Expert sees a black screen where the Stroom call video should be
<a href="#">Video is blurry or pixelated</a>	The video is blurry or pixelated
<a href="#">Member can't hear the expert</a>	The member can't hear the Expert's audio
<a href="#">Expert can't hear the member</a>	The Expert can't hear the member's audio
<a href="#">Member's audio is cut off by another app</a>	The member's audio drops because another app on their device takes over the microphone/audio track
<a href="#">Audio is distorted or hard to hear</a>	The audio is distorted or hard to hear
COMING SOON	The audio is echoing back during the Stroom call
COMING SOON	User(s) are unable to mute audio
COMING SOON	The Stroom call unexpectedly dropped
<a href="#">Member doesn't get prompted for camera permissions</a>	The member sees the Terms and Conditions page but then never sees the pop-up asking them for camera permissions
<a href="#">Member doesn't get prompted for microphone permissions</a>	The member sees the Terms and Conditions page but then never sees the pop-up asking them for microphone permissions
<a href="#">Expert sees a black screen instead of member video</a>	The Expert sees a black screen where the Stroom call video should be
<a href="#">Video cuts in and out</a>	The Stroom call video is appearing and disappearing during the call
<a href="#">Video is sideways (stuck in landscape or portrait orientation)</a>	The Stroom call video is oriented incorrectly
<a href="#">StroomShot™ photos don't take</a>	The Expert tries to capture StroomShot photos and the StroomShot photos are never captured
<a href="#">The video recording takes a long time to load</a>	The Stroom call video is stuck in a loading state despite over 15 minutes of waiting
<a href="#">StroomVision™ text recognition doesn't extract the model or serial number from a StroomShot™ photo</a>	The model or serial numbers in the StroomShot photos are not listed in the call details page like the Expert expects them to be
	<a href="#">Trouble Shooting Guide</a>