

Getting ready – special camera and microphone test, takes 3 mins, please do it a little time before

Make sure your camera and microphone are working. Log out of any other applications.

<https://play.realbridge.online/camera.html>



Do the test here (allow time to do this, if it doesn't work, contact support@realbridge.online).

ios15 iPad users – click on this link - <https://realbridge.online/media-support-ios-15.html> for more information

There are some constraints on the type of device you can use to access RealBridge:

Can Use	Can't use
<ul style="list-style-type: none"> • Windows laptop • Windows tablet • Windows desktop • MacBook or other Apple laptop • iPad (from 2015 or newer) • iMac or other Apple desktop • Chromebook • Android tablet 	<ul style="list-style-type: none"> • Smartphone • Old iPads, older than 2015.

You must use one of these web browsers (you probably are using one of them!):

Can Use	Can't use
<p>Edge, Chrome, Firefox, Safari, Opera. The logo must look like one of these – exactly as below. If it looks different, you are using an out of date version.</p>  <p>ios15 iPad users please click on this link for further information - https://realbridge.online/media-support-ios-15.html</p> <p>ios14 and below iPad users – do not use Chrome, use Safari</p>	<p>Internet Explorer (notice the gold band)</p> <p>The old EDGE (see shape of the e)</p> 

MAKING SURE YOU HAVE DONE BROWSER UPDATES

In Chrome, and Edge, you need to click the three little dots in the top right corner. Alternatively:

For Chrome `chrome://settings/help`

For Edge `edge://settings/help`

INFORMATION FOR MAC USERS: MacOS (MacBook)

- You can use Chrome as an alternative to Safari. [Its web video support may be better.]

- In Safari there is a menu item "Safari > Settings for the website...". In that window for RealBridge, select "Allow all auto-play" media, and set the camera & microphone permission to "Allow".