Troubleshooting Tips

Use these tips to resolve classroom tech issues quickly and ensure smooth sessions with Amira.

Step 1: Set up for Success

Make sure the physical set up of your classroom is optimized:

- Position student devices and mics away from each other.
- Ideally, students should sit with their backs to the wall.
- Testing dividers or other barriers can help reduce noise bleed.
- Group students strategically to minimize noise and WiFi strain.

Step 2: Support Student Behavior

Student habits have a big impact on how well Amira performs, so remind them to:

- Wait until the mic turns green to begin reading.
- Read clearly and at a natural pace. Don't rush.
- Avoid rereading unless prompted. Amira will catch up.
- Pause at the end of each page. Don't click ahead too quickly.

Step 3: Try These Technical Fixes

If Amira still isn't working as expected, try the tips below.

Performance Issues:

- Close all other apps, windows, or browser tabs.
- Run a speed test to ensure minimum device speeds (10 Mbps).
- Ensure all content filter requirements have been met.

Audio Issues:

- Ensure Amira has mic access. [Chrome] [Safari] [Firefox]
- Ensure the correct mic is selected. [Chrome] [Mac] [Windows]
- Visit https://mic-test.com/ to check your mic's functionality.

Using an iPad?
Follow these steps to ensure Amira runs smoothly.

Still Need Help?

Click Amira on your Growth Dashboard to ask a question or request to speak with a live agent, browse our support articles or send us an email.