

## Frequently Asked Questions

### Q: I can't see the video

A: Firstly, make sure that you granted your browser permission to access the camera/microphone. Look for the following icon located in the top right corner of your browser window.



If you see this icon, it means that the access to the camera and microphone is blocked, so you will need to change this setting in order for the camera and microphone to be enabled.

### Q: I am logged into my mobile app, can I log into another device (such a through my desktop Browser).

A: Yes, you can access Collaborator from your mobile device while logged into the Browser application (and vice versa). Chat and calls will be received simultaneously on all devices as long as you allow permissions to do so.

## Troubleshooting

### Obtaining console logs from the browser

Some issues can be specific to the user and may be difficult to troubleshoot without more detailed information. The developer console is a tool which logs the information associated with a web page, such as JavaScript, network requests, and security errors. Console logs help debug issues by giving insights into error messages that get documented by your browser.

TouchTone Support may ask you to capture the console logs. To do this, follow the below steps.

#### Chrome

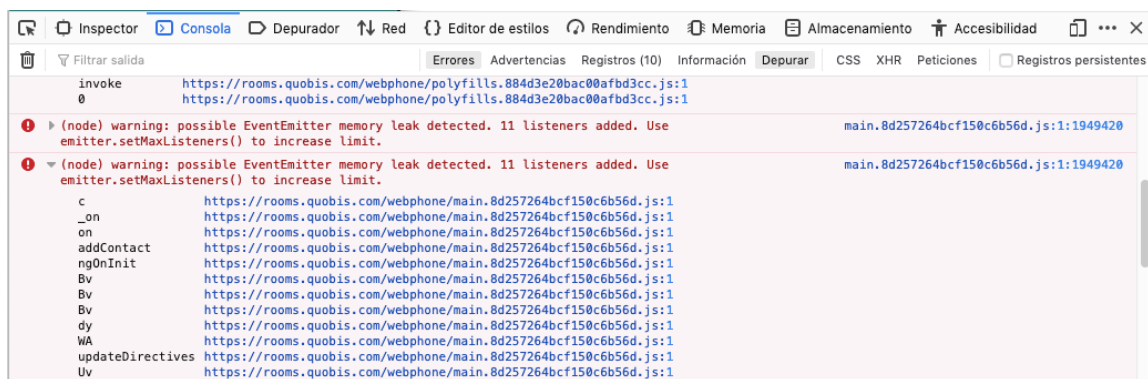
- Click on Chrome settings button (the three dots in the upper-right hand corner of the browser).
- Go to More tools > Developer tools. This should open up the Chrome developer tools panel.
- Alternatively, you can use the keyboard shortcut Cmd+Shift+J (on Windows) or Cmd+Option+J (on Mac).
- Click on the "Console" tab in the Chrome developer tools panel.

```
DefaultCustomModule() main_09d4d1e...1s11
ConnectionService() main_09d4d1e...1s11
callKitService.register() main_09d4d1e...1s11
sipService.Login() main_09d4d1e...1s11
callKitSipService.register() main_09d4d1e...1s11
[10:02:36] Sippa35/ContactManager getContactByAddress: wac-user:500027644ae42c1e293918f5 is not a valid address. Deprecated fallback searching for old style address obtained a match. main_09d4d1e...1s11
[10:02:36] Sippa35/ContactManager getContactByAddress: wac-user:500027644ae42c1e293918f5 is not a valid address. Deprecated fallback searching for old style address obtained a match. main_09d4d1e...1s11
[10:02:38] Sippa35/ContactManager getContactByAddress: wac-user:500027644ae42c1e293918f5 is not a valid address. Deprecated fallback searching for old style address obtained a match. main_09d4d1e...1s11
[10:02:39] undefined Janus webrtc >> {status: "up", medium: "ispcall?"} main_09d4d1e...1s11
[10:02:45] undefined Janus participant removed >> {user: "500027644ae42c1e293918f5"} main_09d4d1e...1s11
[10:02:45] undefined Janus destroyed >> null main_09d4d1e...1s11
[Uncaught Promise rejection: 400 | Zone: <root> | Task: Promise.then | Value: null] colv11ls_21c077...1s11
[ph (message: 400, name: "ph", stack): "ph: 400s... at Ed.onMessage (https://qa-janus.quob.arator/polyfills.21c1b72000f641616d3.js:1:22550)"/] ph: 400
at Ed.onMessage (https://qa-janus.quobis.com/collaborator/main_09d4d1e...1s11:14613)
at Websocket (https://qa-janus.quobis.com/collaborator/main_09d4d1e...1s11:14847)
at Websocket (https://qa-janus.quobis.com/collaborator/main_09d4d1e...1s11:14847)
at e.invokeTask (https://qa-janus.quobis.com/collaborator/polyfills.21c1b72000f641616d3.js:1:17011)
at Object.onInvokeTask (https://qa-janus.quobis.com/collaborator/main_09d4d1e...1s11:17029)
at e.invokeTask (https://qa-janus.quobis.com/collaborator/polyfills.21c1b72000f641616d3.js:1:17011)
at t.runTask (https://qa-janus.quobis.com/collaborator/polyfills.21c1b72000f641616d3.js:1:17011)
at t.invokeTask (https://qa-janus.quobis.com/collaborator/polyfills.21c1b72000f641616d3.js:1:17011)
at v (https://qa-janus.quobis.com/collaborator/polyfills.21c1b72000f641616d3.js:1:22220)
at Websocket (https://qa-janus.quobis.com/collaborator/polyfills.21c1b72000f641616d3.js:1:22550)
```

- Take a screenshot or export its contents to a plain log file using the “export” or “Save As” options (right-click).

## Firefox

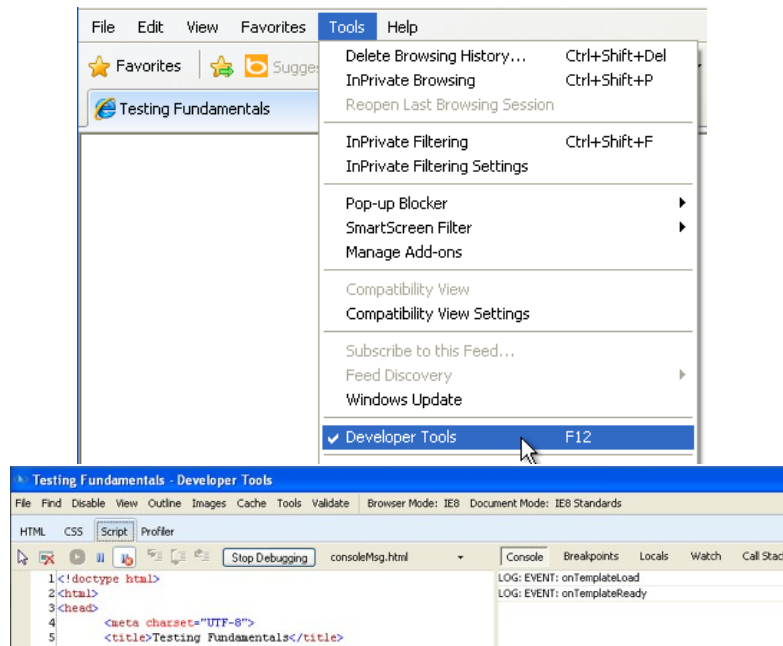
- To open the console on Firefox, use the keyboard shortcut Cmd+Shift+K (on Windows) or Cmd+Option+K (on Mac). The toolbox will appear at the bottom of the browser window, with the Web Console activated.



- Take a screenshot or export its contents to a plain log file using the “export” or “Save As” options (right-click).

## Internet Explorer

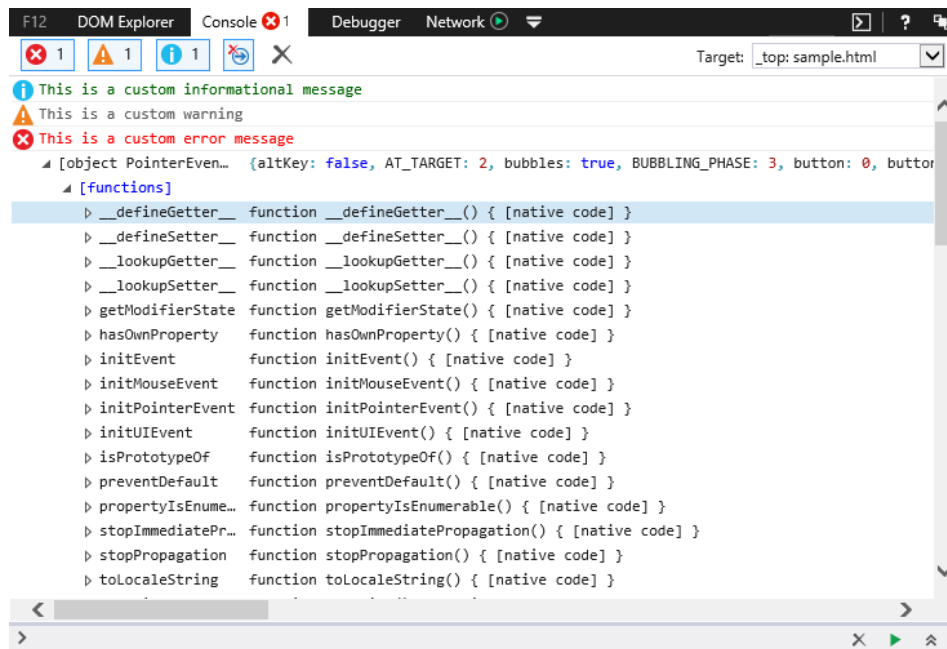
- To view the console messages, open the Developer Tools.
- In the Internet Explorer menu bar, select Tools > Developer Tools, or press F12.
- IE Developer Tools in the Developer Tools window, select the Script menu item and you should see your console messages displayed.



- Take a screenshot or export its contents to a plain log file using the “export” or “Save As” options (right-click).

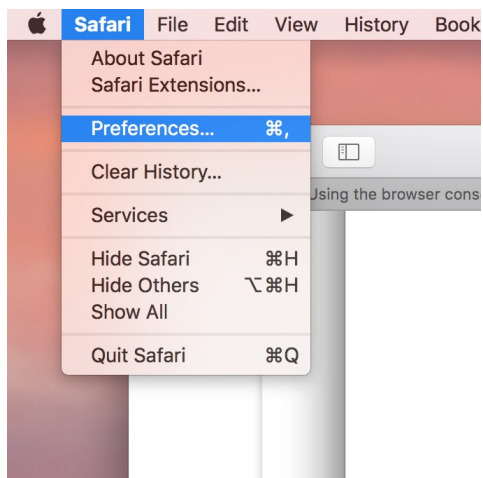
## Microsoft Edge

- To open the console on Edge, hit F12 to access the F12 Developer Tools.
- Once in the F12 Developer Tools, navigate to the Console tab.
- Take a screenshot or export its contents to a plain log file using the “export” or “Save As” options (right-click).

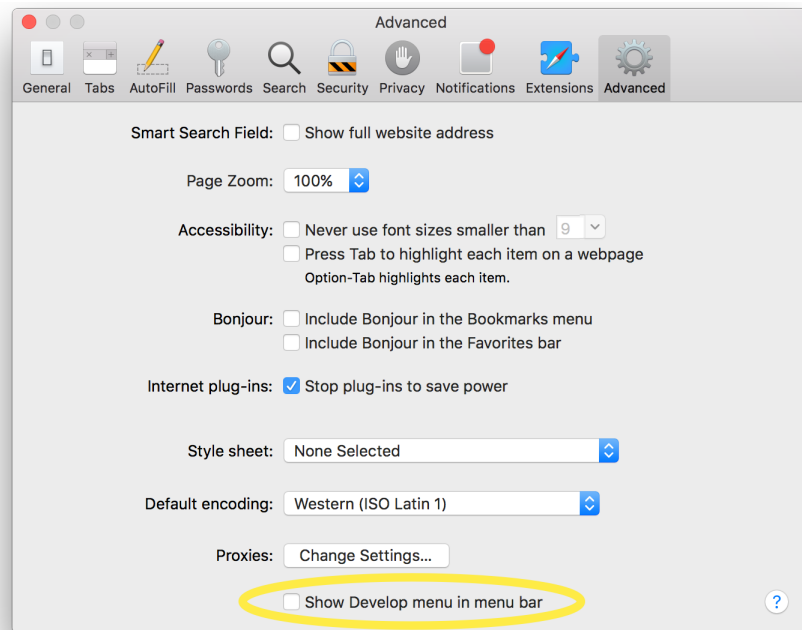


## Safari

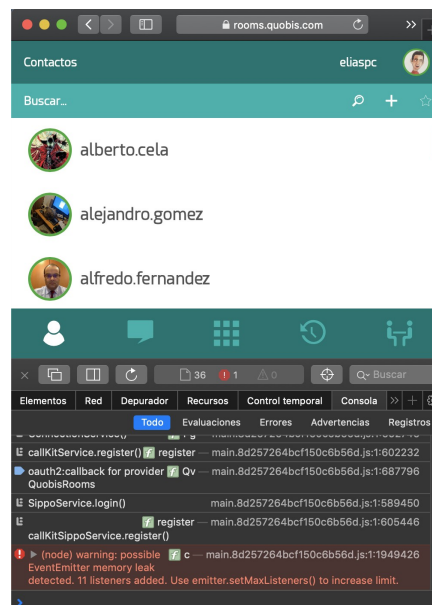
- To open the console on Safari, you will first need to turn on the Develop menu. To do this, open the Safari menu in the Mac menu bar, then select Preferences.



- Once in the Preferences dialog, navigate to the Advanced tab, then check the “Show Develop menu in the menu bar” box.



- Once the Develop menu has been enabled, you can access it in the menu bar and then select the “Show JavaScript Console” option.
- The JavaScript Console will show up on the bottom half of the active browser window. Alternatively, you can use the keyboard shortcut Option+Cmd+C. You will need to enable the Develop menu in your Safari Preferences for this shortcut to work.



- Take a screenshot or export its contents to a plain log file using the “export” or “Save As” options (right-click).

## Dump WebRTC logs to file (Video and Audio Issues)

WebRTC logs help in case of issues with video and audio connections. Currently, only Chrome and Firefox web browser allow the user to access these logs.

Follow the below steps for obtaining logs and downloading them to a file.

### Chrome

- Restart the browser to clear cache and remove WebRTC connections.
- Once restarted, open a new tab and point to “**chrome://webrtc-internals/**” URL. You should see something like this:

► Create Dump

Read Stats From:

- On a new tab open your application and reproduce the problem. On the webrtc-internals tab, two new tabs should appear as shown below.

► Create Dump

Read Stats From:

GetUserMedia Requests	<a href="https://qa-janus.quobis.com/collaborator/index [22990-11">https://qa-janus.quobis.com/collaborator/index [22990-11</a>
Caller origin: https://qa-janus.quobis.com Caller process id: 22990 Time: Fri Jan 17 2020 09:44:00 GMT+0100 (hora estándar de Europa central) <b>Audio Constraints</b> {echoCancellation: {ideal: true}, autoGainControl: {ideal: true}, noiseSuppression: {ideal: true}} <b>Video Constraints</b>	

- Select the one with the name of the application and click the Download the PeerConnection updates and stats data button.
- After downloading, you will obtain a plain text file (extension TXT). Remember to attach it to your TouchTone support ticket. For debugging purposes, you can use your favorite editor to examine the content.

### Firefox

- Restart the browser to clear cache and remove WebRTC connections.
- Open a new tab pointing to “**about:webrtc**”.

Save Page Start Debug Mode Start AEC Logging

Session Statistics Clear History

Connection Log Clear Log

- Now open the application and reproduce the problem. Go back, without closing the application, to the “**about:webrtc**” tab and click **Save Page**.
- After downloading, you will obtain an HTML file. Remember to attach it to your TouchTone support ticket.

## Additional Questions and Support

Please contact your system administrator for further support on how to use TouchTone Collaborator. You can also always contact TouchTone Business Support at 800-900-5474, or [business.support@touchtone.net](mailto:business.support@touchtone.net).

Additional resources, including user guides, can be found at [www.touchtone.net/UC-Resources.html](http://www.touchtone.net/UC-Resources.html).