

# Device Setup Guides

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# Chromebook

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- Headset Setup
- Troubleshooting

# Technical Requirements

REQUIREMENT	DETAILS
Operating System	Chrome OS – updated to the latest version
Browser	Google Chrome only (no other browsers supported)
Microphone	Built-in mic or USB / 3.5mm headset with mic
Mic Input Level	40–50% (50% is ideal – do not exceed on Chromebooks)
Volume	System volume 75% or higher
RAM	4 GB minimum
Internet	Minimum 10 Mbps per student

## Device Setup

### UPDATE CHROME OS

- 01 Click the clock in the bottom-right corner.
- 02 Click the gear icon to open **Settings**.
- 03 Go to **About Chrome OS** and click **Check for Updates**.
- 04 Restart the device after installing updates.

### DEVICE POSITIONING

- ◆ Place the Chromebook so the student can sit about one elbow-length from the screen while reading.
- ◆ Keep the built-in microphone area clear. Do not let hands, papers, or objects cover the microphone.
- ◆ Avoid cases or covers that block microphone openings.

### BUILT-IN MICROPHONE

- ◆ Open **Settings** > **Device** > **Audio**.
- ◆ Set the microphone input to exactly 50%.
- ◆ Reduce background noise before starting.
- ◆ Make sure Chromebook volume is 75% or higher.

#### IMPORTANT

##### Chromebook Mic Level

Mic levels above 50% can cause audio clipping. 50% is the sweet spot for reliable Amira sessions.

# Browser Setup

## IMPORTANT

### Chrome Only

Only Google Chrome is supported on Chromebooks. Do not use other browsers.

## DISABLE POP-UP BLOCKER

Amira opens in a new tab – pop-ups must be allowed or it will not launch.

- 01 Click the 3-dot menu in the upper-right corner of Chrome.
- 02 Go to **Settings** > **Privacy & Security** > **Site Settings**.
- 03 Click **Pop-Ups and Redirects**.
- 04 Change the setting to **Allowed**.

## GRANT MICROPHONE PERMISSION

- 01 Open Google Chrome and navigate to your Amira URL.
- 02 Click **Allow** when Chrome requests microphone access, then select **Always Allow**.
- 03 Verify the mic icon in the address bar is active and not crossed out.
- 04 Review permissions anytime: **chrome://settings/content/microphone**

# Headset Setup

- 01 Plug in the headset before opening Chrome or Amira.
- 02 Go to **Settings** > **Device** > **Audio** and confirm the headset mic is selected as Input.
- 03 Set the headset mic level to 50%.
- 04 Open Amira and verify that the headset is the active microphone.

# Student Reminders

## STANDARD STUDENT REMINDERS

- ◆ **Give the Screen Space** · Sit about one elbow-length from the screen while you read. A good check is the space from your fingertips to your elbow.
- ◆ **Hands Off While Reading and Listening** · Keep your hands off the device, microphone, headset, and cord while Amira is talking or while you are reading.
- ◆ **Use Your "Just Right" Reading Voice** · Read clearly in a normal voice and at a steady pace. Not too quiet, not too loud.
- ◆ **Wait for the Green Mic** · Wait until the microphone turns green before you start reading.
- ◆ **Pause Before You Turn the Page** · Pause briefly at the end of each page before turning the page.
- ◆ **Only Re-Read if Amira Asks** · Do not reread unless Amira asks you to.
- ◆ **Face Away from Noise** · Face away from noisy areas and avoid side conversations while reading.

## HEADSET-SPECIFIC STUDENT REMINDERS

- ◆ **Plug In First** · Plug in your headset before opening Amira.
- ◆ **Check Your Mic Volume** · Make sure the microphone volume is set to 50% before you start.
- ◆ **Mic at the Corner** · Keep the microphone at the corner of your mouth, not right in front
- ◆ **One-Finger Space** · Leave about one finger of space between your mouth and the microphone.
- ◆ **Keep the Cord Still** · Keep the cord plugged in. Do not pull, move, or play with it while reading.

# Troubleshooting

## QUICK PRE-SESSION CHECKS

- ◆ Visit **mic-test.com** to confirm the microphone is working at the device level before troubleshooting Amira.
- ◆ Run a speed test. Amira requires a minimum of 10 Mbps per student.

ISSUE	WHAT TO DO
"Dead Air" modal appears	Click <b>Check Mic</b> . Verify Chrome mic permission at <b>chrome://settings/content/microphone</b> .
Amira cannot hear the student	Confirm the mic is not muted. Check the input level is at 50% in <b>Settings</b> > <b>Device</b> > <b>Audio</b> .
The pop-up blocker is preventing the launch	<b>Chrome Settings</b> > <b>Privacy &amp; Security</b> > <b>Site Settings</b> > <b>Pop-Ups</b> > set to Allowed.
Audio choppy or cutting out	Run speed test (10 Mbps min). Close extra browser tabs. Confirm the mic is not above 50%.
Headset not detected	Unplug, wait 10 seconds, re-plug. Restart Chrome if still not detected.
The student cannot hear Amira	Check system volume. Confirm that the headset is selected as the output device in Audio settings.
Mic works in settings, but not Amira	Go to <b>chrome://settings/content/microphone</b> and add the Amira domain to the Allowed list.

DEVICE 02

# Mac

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- **Technical Requirements**
- **Browser Setup**
- **Student Reminders**
- **Device Setup**
- **Headset Setup**
- **Troubleshooting**

# Technical Requirements

REQUIREMENT	DETAILS
Operating System	macOS 11 Big Sur or later (macOS 12+ recommended)
Browser	Google Chrome (recommended) or Safari
Microphone	Built-in mic or USB / 3.5mm headset with mic
Mic Permission	Must be granted in <b>System Settings</b> > <b>Privacy &amp; Security</b>
Volume	System volume 75% or higher
RAM	4 GB minimum
Internet	Minimum 10 Mbps per student

## Device Setup

### GRANT MICROPHONE ACCESS

- 01 Open System Settings ( **Apple Menu** > **System** Settings).
- 02 **Go to Privacy & Security** > **Microphone**.
- 03 Toggle Chrome (and/or Safari) ON.
- 04 Quit and relaunch the browser if it was open when you changed the setting.

### DEVICE POSITIONING

- Have the student sit about one elbow-length from the screen while reading.
- Keep the keyboard area and screen bezel clear. On MacBook laptops, the mic may be along the top keyboard row or inside the speaker grille.

### BUILT-IN MICROPHONE

- Turn on **Do Not Disturb** to prevent notification sounds during sessions.
- Close any audio-playing apps before starting.
- Make sure system volume is 75% or higher.

# Browser Setup

## GOOGLE CHROME (RECOMMENDED)

- 01 Update Chrome at **chrome://settings/help** before your first session.
- 02 Visit your Amira URL and click **Allow** for microphone access.
- 03 Confirm the mic icon in the address bar is active.

## SAFARI

- 01 Open **Safari** > **Settings** > **Websites** > **Microphone** .
- 02 Set the Amira domain to **Allow** .
- 03 Reload the Amira page after granting permission.
- 04 Enable autoplay: Safari menu > **Settings for This Website** > **Auto-Play** > **Allow All Auto-Play** . Required for students to hear Amira speak.

### IMPORTANT

#### **Restart After Permission Change**

If you toggle mic access while the browser is open, quit and relaunch the browser for changes to take effect.

# Headset Setup

- 01 Connect the headset before opening Amira.
- 02 Open **System Settings** > **Sound** > **Input** and confirm the headset is selected.
- 03 Set input volume to about 75%.
- 04 Open Amira and verify the microphone is active.

# Student Reminders

## STANDARD STUDENT REMINDERS

- **Give the Screen Space** · Sit about one elbow-length from the screen while you read. A good check is the space from your fingertips to your elbow.
- **Hands Off While Reading and Listening** · Keep your hands off the device, microphone, headset, and cord while Amira is talking or while you are reading.
- **Use Your "Just Right" Reading Voice** · Read clearly in a normal voice and at a steady pace. Not too quiet, not too loud.
- **Wait for the Green Mic** · Wait until the microphone turns green before you start reading.
- **Pause Before You Turn the Page** · Pause briefly at the end of each page before turning the page.
- **Only Re-Read if Amira Asks** · Do not reread unless Amira asks you to.

## HEADSET-SPECIFIC STUDENT REMINDERS

- **Plug In First** · Plug in your headset before opening Amira.
- **Check Your Mic Volume** · Make sure the input volume is set to about 75% before you start.
- **Mic at the Corner** · Keep the microphone at the corner of your mouth, not right in front.
- **One-Finger Space** · Leave about one finger of space between your mouth and the microphone.
- **Keep the Cord Still** · Keep the cord plugged in. Do not pull, move, or play with it while reading.

# Troubleshooting

## QUICK PRE-SESSION CHECKS

- Visit **mic-test.com** to confirm the microphone is working at the device level before troubleshooting Amira.
- Run a speed test. Amira requires a minimum of 10 Mbps per student.

ISSUE	WHAT TO DO
"Dead Air" modal appears	Click <b>Check Mic</b> > <b>Re-Check System Settings</b> > <b>Privacy &amp; Security</b> > <b>Microphone</b> .
Browser denied mic on macOS	<b>System Settings</b> > <b>Privacy &amp; Security</b> > <b>Microphone</b> . Toggle browser OFF then ON. Relaunch.
Students cannot hear Amira (Safari)	Safari menu > <b>Settings for This Website</b> > <b>Auto-Play</b> > <b>Allow All Auto-Play</b>
Headset audio not detected	<b>System Settings</b> > <b>Sound</b> > <b>Input</b> . Manually select the headset. Re-plug if not listed.
Voice not detected in Amira	Reduce background noise. Check mic input level. Verify the student is giving the screen space.

DEVICE 03

# Windows PC

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- Technical Requirements
- Browser Setup
- Student Reminders
- Device Setup
- Headset Setup
- Troubleshooting

# Technical Requirements

REQUIREMENT	DETAILS
Operating System	Windows 10 (version 1903 or later) or Windows 11
Browser	Google Chrome (strongly recommended) or Microsoft Edge
Microphone	Built-in mic or USB / 3.5mm headset with mic
Mic Input Level	75–85% in Windows Sound settings
Mic Permission	Allowed in <a href="#">Windows Privacy &amp; Security</a> > <a href="#">Microphone</a>
RAM	4 GB minimum
Internet	Minimum 10 Mbps per student

## Device Setup

### ENABLE MICROPHONE IN WINDOWS PRIVACY

- 01 Open [Settings](#) > [Privacy & Security](#) > [Microphone](#).
- 02 Toggle [Microphone Access](#) ON.
- 03 Toggle [Let Apps Access your Microphone](#) ON.
- 04 Scroll to desktop apps and confirm Chrome is toggled ON.

### SET MICROPHONE LEVEL

- 01 Right-click the speaker icon in the system tray > [Sound Settings](#).
- 02 Under [Input](#), click your microphone to open device properties.
- 03 Set the input level to 75–85%.

#### IMPORTANT

##### Check Windows Updates First

Outdated Windows 10 builds can cause audio driver issues. Before the first Amira session, check with your IT team to make sure the device is fully updated and Windows Update has been run.

### ENABLE MICROPHONE IN RECORDING

If Windows is not detecting the microphone at all, check whether it is disabled in the system.

- 01 Right-Click the [Speaker Icon in the Taskbar](#) > [Sounds](#).
- 02 Click the [Recording](#) tab.
- 03 Find your microphone. If it shows as [Disabled](#), right-click it and select [Enable](#).

### DEVICE POSITIONING

- ◆ Have the student sit about one elbow-length from the screen while reading.
- ◆ Keep the laptop or monitor microphone area clear.

### BUILT-IN MICROPHONE

- ◆ Reduce background noise. Mute other audio and close doors when possible.
- ◆ Mute notifications before beginning.
- ◆ Disable any voice recognition software or browser extensions before Amira sessions. They can compete for microphone access.

## Browser Setup

#### BROWSER

##### Use Chrome or Microsoft Edge

Google Chrome is the recommended browser for Amira on Windows. Microsoft Edge is also supported. Do not use Firefox or Internet Explorer.

- 01 Open Google Chrome and navigate to your Amira URL.
- 02 Click **Allow** when Chrome requests microphone access.
- 03 Review permissions: **chrome://settings/content/microphone**

#### MICROSOFT EDGE USERS ONLY

If your school uses Edge, add the Amira URL to the "never sleep" list to prevent the tab from going inactive.

- 01 Open **Edge** > **Settings** > **System**.
- 02 Under "Never put these sites to sleep," add **home.app.amiralearning.com**.

## Headset Setup

- 01 Plug in the headset before opening Amira. Wait for Windows to detect it.
- 02 Open **Sound Settings** > **Input** and select the headset mic as the input device.
- 03 Set headset input to 75–85%.
- 04 Open Amira and verify the microphone is active.

# Student Reminders

## STANDARD STUDENT REMINDERS

- ◆ **Give the Screen Space** · Sit about one elbow-length from the screen while you read. A good check is the space from your fingertips to your elbow.
- ◆ **Hands Off While Reading and Listening** · Keep your hands off the device, microphone, headset, and cord while Amira is talking or while you are reading.
- ◆ **Use Your "Just Right" Reading Voice** · Read clearly in a normal voice and at a steady pace. Not too quiet, not too loud.
- ◆ **Wait for the Green Mic** · Wait until the microphone turns green before you start reading.
- ◆ **Pause Before You Turn the Page** · Pause briefly at the end of each page before turning the page.
- ◆ **Only Re-Read if Amira Asks** · Do not reread unless Amira asks you to.

## HEADSET-SPECIFIC STUDENT REMINDERS

- ◆ **Plug In First** · Plug in your headset before opening Amira.
- ◆ **Check Your Mic Volume** · Make sure the headset input level is set to 75–85% before you start.
- ◆ **Mic at the Corner** · Keep the microphone at the corner of your mouth, not right in front.
- ◆ **One-Finger Space** · Leave about one finger of space between your mouth and the microphone.
- ◆ **Keep the Cord Still** · Keep the cord plugged in. Do not pull, move, or play with it while reading.

# Troubleshooting

## QUICK PRE-SESSION CHECKS

- ◆ Visit [mic-test.com](https://mic-test.com) to confirm the microphone is working at the device level before troubleshooting Amira.
- ◆ Run a speed test. Amira requires a minimum of 10 Mbps per student.

ISSUE	WHAT TO DO
"Dead Air" modal appears	Click <b>Check Mic</b> . Verify Chrome mic permission and <b>Windows Privacy</b> > <b>Microphone</b> .
The microphone shows as Disabled	Right-Click <b>Speaker</b> > <b>Sounds</b> > <b>Recording</b> tab > right-click mic > <b>Enable</b> .
Voice recognition interfering	Disable dictation/voice tools and browser extensions before the session.
Microphone not detected	Replug the USB headset. Check <b>Windows Sound</b> > <b>Input</b> . Restart Chrome.
Mic level too quiet	<b>Windows Sound</b> > <b>Input</b> > <b>Device Properties</b> . Increase volume to 80–85%.
Background noise is causing errors	Use a headset, or move to a quieter environment.
Chrome mic permission blocked	<a href="chrome://settings/content/microphone">chrome://settings/content/microphone</a> > Amira URL > change to <b>Allow</b> .
Audio driver errors	<b>Device Manager</b> > <b>Sound</b> > right-click > Update driver.

DEVICE 04

# ThinkPad

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- Technical Requirements
- Browser Setup
- Student Reminders
- Device Setup
- Headset Setup
- Troubleshooting

# Technical Requirements

REQUIREMENT	DETAILS
Operating System	Windows 10 (v1903+) or Windows 11
Browser	Google Chrome (strongly recommended)
Microphone	Built-in ThinkPad array mic or USB / 3.5mm headset
F4 Key	LED must be OFF (mic active) before every Amira session
Lenovo Vantage	Installed and updated for audio sensitivity settings
Mic Level	85%+ in Lenovo Vantage

## Device Setup

### STEP 1 - UNMUTE THE F4 HARDWARE KEY

- 01 **Locate the F4 key** it has a microphone icon.
- 02 If the LED is RED, press F4 to unmute the microphone.
- 03 **Confirm the LED turns OFF** mic is now active.

### STEP 2 - LENOVO VANTAGE AUDIO SETTINGS

- 01 Open **Lenovo Vantage** (search Vantage in Start menu).
- 02 Navigate to **Device** > **Audio** / Smart Settings.
- 03 Set the microphone sensitivity to 85% or higher.
- 04 Disable any **Microphone Mute** toggle shown in Vantage.

### STEP 3 - WINDOWS PRIVACY SETTINGS

- 01 Go to **Settings** > **Privacy & Security** > **Microphone**.
- 02 Confirm all three toggles are ON (system, app, and desktop app access).
- 03 Ensure Chrome is enabled in the desktop apps list.

## DEVICE POSITIONING

- ◆ Have the student sit about one elbow-length from the screen while reading.
- ◆ Keep the microphone area clear. ThinkPad array mics are sensitive and may pick up extra background noise.

## BUILT-IN MICROPHONE

- ◆ Always verify the F4 LED is OFF before every session.
- ◆ Set the microphone level to 85% or higher in Lenovo Vantage.
- ◆ Reduce background noise where possible.

# Browser Setup

- 01 Open Google Chrome and navigate to your Amira URL.
- 02 Click **Allow** when Chrome requests microphone access.
- 03 Review permissions: **chrome://settings/content/microphone**

### IMPORTANT

#### Disable Audio Enhancements

ThinkPads may have Dolby Audio or Lenovo enhancements. Disable in **Vantage and Windows Sound** > **Input** > **Device Properties** > **Enhancements** tab.

# Headset Setup

- 01 Plug in the headset and wait for Windows to detect it.
- 02 Open **Sound Settings** > **Input** and select the headset if not auto-detected.
- 03 Set headset input to 75–85%.
- 04 Check the F4 LED again. Plugging in a headset can re-trigger hardware mute on ThinkPads.

# Student Reminders

## STANDARD STUDENT REMINDERS

- ◆ **Give the Screen Space** • Sit about one elbow-length from the screen while you read. A good check is the space from your fingertips to your elbow.
- ◆ **Hands Off While Reading and Listening** • Keep your hands off the device, microphone, headset, and cord while Amira is talking or while you are reading.
- ◆ **Use Your "Just Right" Reading Voice** • Read clearly in a normal voice and at a steady pace. Not too quiet, not too loud.
- ◆ **Wait for the Green Mic** • Wait until the microphone turns green before you start reading.
- ◆ **Pause Before You Turn the Page** • Pause briefly at the end of each page before turning the page.
- ◆ **Only Re-Read if Amira Asks** • Do not reread unless Amira asks you to.
- ◆ **Check the Red Mic Light** • If the F4 key light is red, ask for help before reading.

**HEADSET-SPECIFIC STUDENT REMINDERS**

- ◆ **Plug In First** · Plug in your headset before opening Amira.
- ◆ **Check Your Mic Volume** · Make sure the headset input level is set to 75–85% before you start.
- ◆ **Mic at the Corner** · Keep the microphone at the corner of your mouth, not right in front.
- ◆ **One-Finger Space** · Leave about one finger of space between your mouth and the microphone.
- ◆ **Keep the Cord Still** · Keep the cord plugged in. Do not pull, move, or play with it while reading.

## Troubleshooting

ISSUE	WHAT TO DO
F4 key LED is red	Press F4 to unmute. This must be resolved before any other step.
"Dead Air" modal on ThinkPad	Check F4 first. Then, Chrome mic permission. Then Vantage sensitivity.
Audio enhancement interference	Disable Dolby Audio / Lenovo enhancements in <b>Vantage and Windows Sound</b> > <b>Enhancements</b> .
Mic input not recognized	Replug the USB headset. Check <b>Windows Sound</b> > <b>Input</b> . <b>Update Driver via Vantage</b> > <b>System Update</b> .
Headset triggers hardware mute	After plugging in the headset, check if the F4 LED activates. Press F4 to clear.
Level too low after adjustments	Boost sensitivity in Lenovo Vantage. Check <b>Windows Sound</b> > <b>Input</b> > <b>Device Properties</b> (85%+).

DEVICE 05

# iPad

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- Technical Requirements
- Browser Setup (Safari)
- Student Reminders
- Device Setup
- Headset Setup
- Troubleshooting

**IMPORTANT****Safari Only**

Only Safari is supported for Amira on iPad. Chrome, Firefox, and all other browsers will not work. Always use Safari.

## Technical Requirements

REQUIREMENT	DETAILS
Operating System	iPadOS (iOS 26) and the two prior (iOS 17 & 18).
Browser	Safari ONLY – Chrome, Firefox not supported on iPad
Microphone	Built-in mic or wired Lightning / USB-C headset
Power Mode	Low Power Mode OFF is recommended
Volume	iPad volume at 75% or higher
RAM	4 GB minimum
Internet	Minimum 10 Mbps per student (Wi-Fi required)

## Device Setup

### UPDATE IPAD-OS

- 01 Open **Settings** > **General** > **Software** Update.
- 02 Install any available update.
- 03 Restart the iPad before the first Amira session.

### GRANT MICROPHONE ACCESS

- 01 Open **Settings** > **Privacy & Security** > **Microphone** .
- 02 Toggle Safari ON.

### PREVENT SCREEN SLEEP DURING SESSIONS

- 01 Open **Settings** > **Display & Brightness** > **Auto-Lock** .
- 02 Set to **Never** while Amira sessions are active.

### DEVICE POSITIONING

- Place the iPad on a stand. Do not lay it flat on a desk.
- Tilt the iPad at an angle so the student can read comfortably and the microphone can pick up their voice clearly.
- Position the iPad about one elbow-length from the student while reading.
- Make sure the case or student hands do not cover the microphone on the edge, side, or back of the iPad.

### BUILT-IN MICROPHONE

- Keep iPad volume at 75% or higher so the student can clearly hear Amira.
- Confirm Safari microphone permission is allowed before starting.
- Turn off Low Power Mode before sessions. Low Power Mode can affect audio performance.

## Browser Setup (Safari)

### DISABLE POP-UP BLOCKER

Amira opens in a new Safari tab from HMH Ed – pop-ups must be allowed, or it will not launch.

- 01 Open the iPad Settings app.
- 02 Scroll down and tap **Safari**.
- 03 Toggle **Block Pop-Ups** OFF.

### GRANT MICROPHONE & CONFIGURE PERMISSIONS

- 01 Open Safari and navigate to your Amira URL.
- 02 Tap **Allow** when Safari requests microphone access.
- 03 Verify the mic icon appears in the Safari address bar while Amira is active.
- 04 Configure websites setting: **Settings** > **Safari** > scroll to **Settings for Websites** > **Microphone** > **Allow**.

### IF THE MICROPHONE WAS PREVIOUSLY DENIED

- 01 Open **Settings** > **Safari** > **Microphone**.
- 02 Change from **Deny** to **Allow** or **Ask**.
- 03 Return to Safari and reload the Amira page.

#### NOTE

##### Per-Site Permissions

Safari manages mic access per website. If the Amira URL changes, you may need to re-grant permission for the new domain.

## Headset Setup

- 01 Plug in via Lightning or USB-C. Use a 3.5mm adapter if needed.
- 02 Open **Settings** > **Accessibility** > **Audio/Visual** and confirm the headset is the active audio route.
- 03 Open Amira in Safari and confirm the headset mic is active.

# Student Reminders

## STANDARD STUDENT REMINDERS

- ◆ **Give the Screen Space** · Sit about one elbow-length from the screen while you read. A good check is the space from your fingertips to your elbow.
- ◆ **Hands Off While Reading and Listening** · Keep your hands off the device, microphone, headset, and cord while Amira is talking or while you are reading.
- ◆ **Use Your "Just Right" Reading Voice** · Read clearly in a normal voice and at a steady pace. Not too quiet, not too loud.
- ◆ **Wait for the Green Mic** · Wait until the microphone turns green before you start reading.
- ◆ **Pause Before You Turn the Page** · Pause briefly at the end of each page before turning the page.
- ◆ **Only Re-Read if Amira Asks** · Do not reread unless Amira asks you to.
- ◆ **Let the iPad Stay Put** · Leave the iPad on its stand while you read.

## HEADSET-SPECIFIC STUDENT REMINDERS

- ◆ **Plug In First** · Plug in your headset before opening Amira.
- ◆ **Mic at the Corner** · Keep the microphone at the corner of your mouth, not right in front.
- ◆ **One-Finger Space** · Leave about one finger of space between your mouth and the microphone.
- ◆ **Keep the Cord Still** · Keep the cord plugged in. Do not pull, move, or play with it while reading.

# Troubleshooting

## QUICK PRE-SESSION CHECKS

- ◆ Visit **mic-test.com** in Safari to confirm the microphone is working at the device level before troubleshooting Amira.
- ◆ Run a speed test. Amira requires a minimum of 10 Mbps per student.

ISSUE	WHAT TO DO
"Dead Air" modal in Amira	Tap <b>Check Mic</b> . Verify Safari mic permission. Close and reopen Safari.
Amira will not open/launch	<b>Settings</b> > <b>Safari</b> > <b>Block Pop-Ups</b> > <b>OFF</b> . Amira needs a new tab to open.
Safari denied mic access	<b>Settings</b> > <b>Safari</b> > <b>Microphone</b> > <b>Allow</b> . Reload the Amira page.
Headset not detected	Unplug and re-plug. Check <b>Settings</b> > <b>Accessibility</b> > <b>Audio/Visual</b> .
"Wrong browser" message	Close all browsers. Open Safari from the home screen – only Safari is supported.
The screen goes dark mid-session	<b>Settings</b> > <b>Display &amp; Brightness</b> > <b>Auto-Lock</b> > <b>Never</b> .
The student cannot hear Amira	Check iPad volume (side buttons). Confirm the headset is fully plugged in.
Low Power Mode issues	<b>Settings</b> > <b>Battery</b> > disable <b>Low Power Mode</b> before starting sessions.