

TROUBLESHOOTING TIPS

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

Step 1: Set Up for Success

Create an environment that helps Amira run smoothly:

- Position student devices and microphones away from each other.
- Space devices apart to reduce audio interference.
- Seat students with their backs to a wall, when possible.
- Use testing dividers or headsets to cut down on background noise (optional but helpful).
- Group students strategically to minimize noise and avoid Wi-Fi strain.

Step 2: Support Student Behavior

Student behavior greatly affects Amira's performance. Remind students to:

- Wait for the mic to turn green before reading.
- Read clearly and at a steady, natural pace.
Avoid rereading unless Amira prompts them.
- Pause briefly at the end of each page.
- Make sure headsets are plugged in (if using them).

Tip: Use the "[Tips for Success](#)" posters to reinforce these behaviors and keep expectations clear.

Step 3: Try These Technical Fixes

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

- [Run a speed test](#) to ensure minimum device speeds (10 Mbps).
- Restart your device.
- **If using your device's internal mic:** [Make sure the mic is enabled](#) on your browser and device.
- **If using a headset mic:** Make sure the headset is plugged in and set as the input device.

Using an iPad?

Follow [these steps](#) to ensure Amira runs smoothly.

Still Need Help?

Ask Amira a question, request a live agent, browse our [support articles](#) or [send us an email](#).

