

## Most common issues encountered by interpreters

### • Browser

*Google Chrome preferred*

Firefox does not automatically update. Previous versions may keep asking to allow access to turn the mic on.

DO NOT USE Safari or Internet Explorer.

### • Can't see outgoing/incoming channels

Close the messaging tab, as it currently covers these channels.

### • Can't be heard/seen. Cannot turn mic or camera on

#### 1. Mic access or Camera access (for SL interpreters)

Padlock icon (top left) > Microphone > Allow | ... Camera > Allow

#### 2. Outgoing channel label is not red

Outgoing channel > Configure > Choose > Save

Click on the 3-letter label to Select the language you will be interpreting into.

#### 3. Headset used within KUDO

##### a. KUDO Settings icon

Settings > Media Settings > Microphone > Select the headset you want to use within KUDO

##### b. Chrome Settings

If the device does not appear within KUDO's settings icon, go to Chrome Settings:

For language interpreters: Settings > Privacy and security > Site settings > Microphone

For sign language interpreters: Settings > Privacy and Security > Site settings > Camera

#### 4. In-line mute button

Make sure to deactivate any in-line mute button on your headset.

### • Can't click on Configure for Incoming or Outgoing channel

Zoom out by pressing 'CTRL -' on a PC or 'Command -' on a Mac, on your keyboard until button is clickable.

### • Can't configure outgoing channel (outgoing language)

*Scroll down to find it*

Overall process:

1. Click Configure in the Outgoing Channel box
2. Select your language(s) from the dropdown menu
3. Click Save
4. Click on the 3-letter label in the Outgoing Channel
5. Click on the green mic so it turns red

- **The Floor is leaking into the interpreter's mic**

Lower incoming audio volume (onscreen slider, master volume or in-line controls)

- **The Floor is clearly audible through an interpreter's channel**

1. **Select the headset you want to use within KUDO** (not the computer's embedded speakers)  
Settings > Media Settings > Speakers > Select your headset's make
2. **Disable any other speakers on your computer**  
Right click on loudspeaker icon (Windows tray) > Open Sound Settings > Sound Control Panel > Playback > Right click on Speakers (Realtek High Definition) > Disable

The path to your Sound Control Panel may vary according to your Windows version.  
Make sure to type Sound Control Panel in the Windows Search bar to get there and/or refer to the one-pager [KUDO Headset Configuration](#).

- **Low outgoing volume**

*Increase mic gain*

1. **On Mac**  
'Apple' icon > System Preferences > Loudspeaker icon > Output tab, select your mic
2. **On PC**  
Right click on loudspeaker icon (Windows tray) > Open Sound Settings > Input > Device properties > Volume

- **Mic lagging, interface instability**

*Verify computer specs, connectivity, and browser*

1. **Computer specs:**
  - a. **On a Mac:**  
'Apple' icon > About this Mac
  - b. **On a PC:**  
Control Panel > System and Security > System  
Or  
Windows Explorer, This PC (right click) > properties
2. **Internet connectivity and audio test:**  
Test audio and connectivity beforehand: <https://live.kudoway.com/test>

- **If there is a bug** (crosstalk, no audio, etc.)

*Refresh*

1. **On a Mac:**  
CMD + SHIFT + R
2. **On a PC:**  
CTRL + SHIFT + R

- **EU/US servers**

Depending on where the session is created, interpreters will have to create a KUDO account on the EU server and the US server, which they can do here:

**US server:** [https://live.kudoway.com/users/sign\\_up](https://live.kudoway.com/users/sign_up)

**EU server:** [https://live.kudoway.eu/users/sign\\_up](https://live.kudoway.eu/users/sign_up)

- **When is an interpreter ready to join a KUDO meeting?**

1. Go over the [Clearing Flowchart document](#)
2. Go over the [Interpreter Readiness document](#)

For more information, visit KUDO's [Interpreter FAQs](#).