



## Chatty Kids

### FAQs Troubleshooting Guide

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**Q: My Reader or Buddy is showing up offline despite them being logged in?**

A: To mend this, both the Buddy and Reader will need to log out of Chatty Kids, do a hard refresh (**hold the CTRL button and hit Refresh**) then log back in.

**Please log out each time you finish your reading session to avoid this happening again.**

**Q: I cannot hear my Reader or Buddy despite microphone permissions been given.**

A: For the Chatty Kids sound functionality to work optimally, both users need to be using Google Chrome and a Laptop/ Tablet device. **Please note, Chatty Kids is not compatible with mobile phones, if you are using this device it will interfere with sound connectivity.**

If you are following the steps above and are still experiencing audio connectivity issues, please try the following:

- Make sure it isn't an issue due to volume, please ensure your device volume is up and working by testing on another platform such as YouTube. If you can hear it okay, then your volume is working, if not, you will need to increase the volume on your device.
- We have also found that Bluetooth can interfere with sound connectivity on the platform. **If you have Bluetooth on your device, please turn it off.**

**Q: I am having trouble connecting with my Reader/ Buddy when I "call"**

A: Once you are both online and have pressed the 'Call now' Button, you will need to wait for your Reader/ Buddy to join you in the waiting room. **Please do not leave the waiting room to explore the website until you are connected.** Once both of you are in the room and connected, the border of your screen will flash green and red. This will facilitate audio connectivity and synchronization of the Buddy screen on the Reader's device.

**Please refer to your Digital Support Guide for more tips on navigating the Chatty Kids platform.**

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*If you are still experiencing any of the above issues, please contact your Program Specialist. We also encourage you to use the report a problem tab on the website and write a brief description of your issue so our tech team can gain an understanding of the types of problems experienced and how often you are experiencing them.*