

Troubleshooting Checklist

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We have a plethora of FAQs and articles that will walk you through detailed troubleshooting steps if you need help connecting to or using Gather. The following is a checklist of steps to try:

General

- Refresh your browser.
- Switch to Chrome if you are not using it already.
- Close any other applications or browser tabs.
- Disable any unnecessary browser extensions (or use Incognito/Private mode in your browser).
- Disable [VPN/firewall](#) or ask your IT to whitelist Gather.

Performance Issues

- Turn on **Do Not Disturb Mode** (Ctrl/⌘+U) to limit your a/v connections.
- Test [User Settings](#) (Ctrl/⌘+P):
 - **Reduce** Limit Frame Rate to fewer fps. (Graphics)
 - Turn **on** SmartZoom or use a large zoom for Manual Canvas Zoom. (Appearance)
 - Turn **on** Reduce Motion. (Appearance)
 - Turn **on** Auto Idle Mute. (Audio / Video)
 - Turn **off** HD Video Quality. (Audio / Video)
 - Turn **off** Hardware Acceleration (Graphics)

Audio/Video Issues

- Check [browser settings and permissions](#) to allow microphone and camera.
- Close any other applications that use your mic or camera.
- Check [system settings and permissions](#) (Macs) to allow screen recording, microphone, and camera.
- Disconnect from external monitors.
- Turn **on** Original Audio (Settings > User > Audio & Video) to turn **off** Gather's audio processing, which includes echo reduction, automatic gain control, and noise filtering.
- Review [A/V Troubleshooting FAQs](#)

Black or White Screen Issues

- Respawn into the Space.
- Hard refresh your browser (hold **Shift** key and press refresh button on browser).
- Check the Mapmaker to make sure the background has not been deleted or resized. (If the background is white in Mapmaker, your original background has likely been deleted.)

- Check if you are [banned](#).
- [Clear your browser cache](#).
- If you are embedding objects:
 - White screen = the website does not allow embedding
 - Black screen = the URL needs to be https
- See [All I see is a black screen—what do I do?](#) for screenshots of black screen issues.

Still having issues?

- Check out our [Gather Status](#) site to see if Gather is having any issues site-wide.
 - Report a bug by clicking on the Gather menu and selecting **Report an Issue**. (Read more on [reporting issues](#).)
 - If all else fails, there's always the ol' turn-it-off-and-back-on-again (restart your computer).
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