

It is very simple to connect to the mashme platform.  
Please take a moment to read the following instructions  
to ensure a seamless connection experience.

In order to connect to a [mashme.io](https://mashme.io) session you will need to have a camera, microphone and audio enabled on your device.\*



Check you are using a supported browser



First time user of mashme.io



Run the Device and Connectivity test



You are now ready to connect to your  
mashme.io session



Technical requirements



\* If your device does not have a camera, microphone or audio functionality please do not continue and contact the session organiser.



Check you are using a supported browser

mashme.io operates on the following browsers:

BROWSER	DESKTOP	MOBILE
<b>Google Chrome*</b> Most recent version	✓	✓
<b>Mozilla Firefox</b> Quantum or above	✓	✓
<b>Safari</b> version 14 and above [BETA]	✓	✓

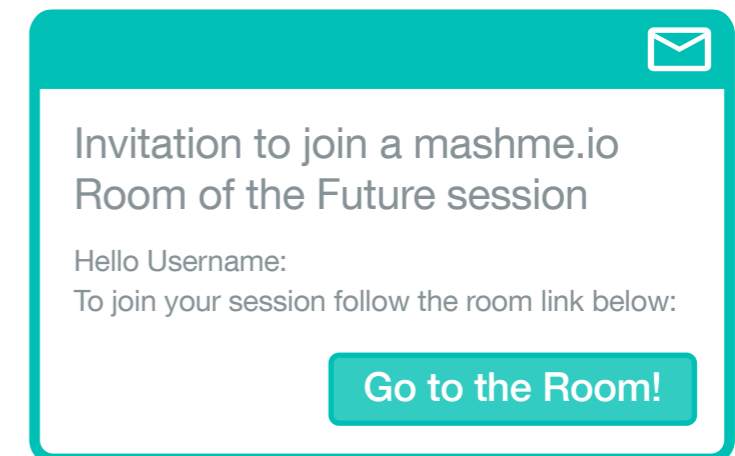
\* Some versions of Google Chrome **do not support screen sharing**, therefore, it is necessary to install the [SyncRTC extension](#).



First time user of mashme.io

All participants will receive an initial email to set up their mashme.io account with login details (username and password).

You will have received an email invitation to join a session. Click on the link provided **Go to the Room!** (using one of the supported browsers), and enter your login details provided to join.





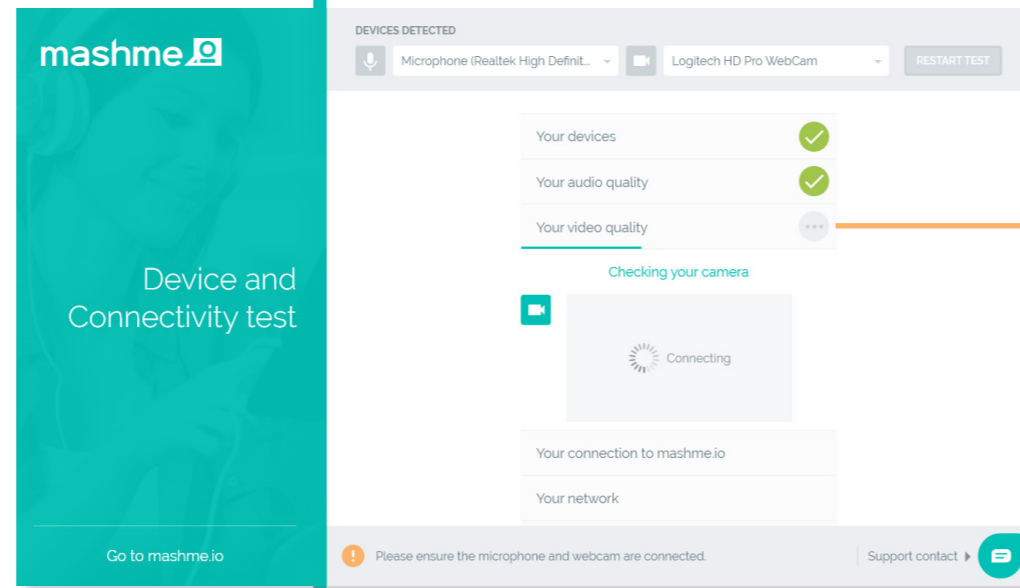
# Run the Device and Connectivity test



**START TEST**

<http://test.mashme.io>

From here you are able to confirm that all the minimum requirements to join a session are running correctly.

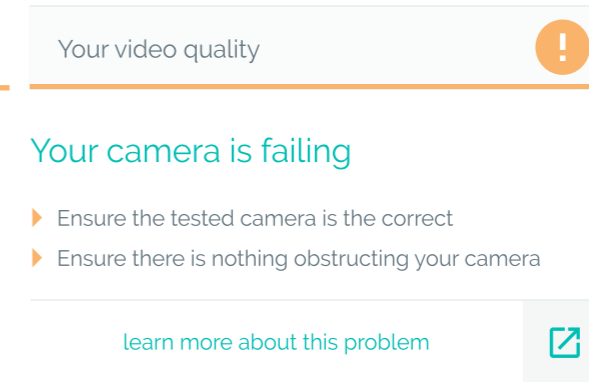


mashme

Device and Connectivity test

Go to mashme.io

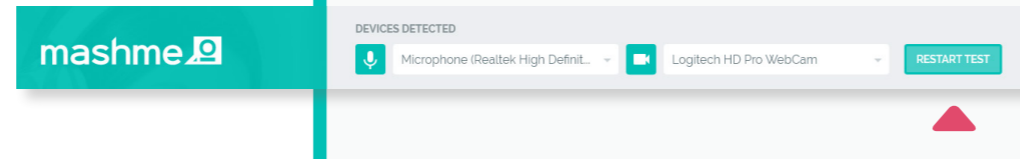
If a problem is detected you will see the information to solve it:



Your camera is failing

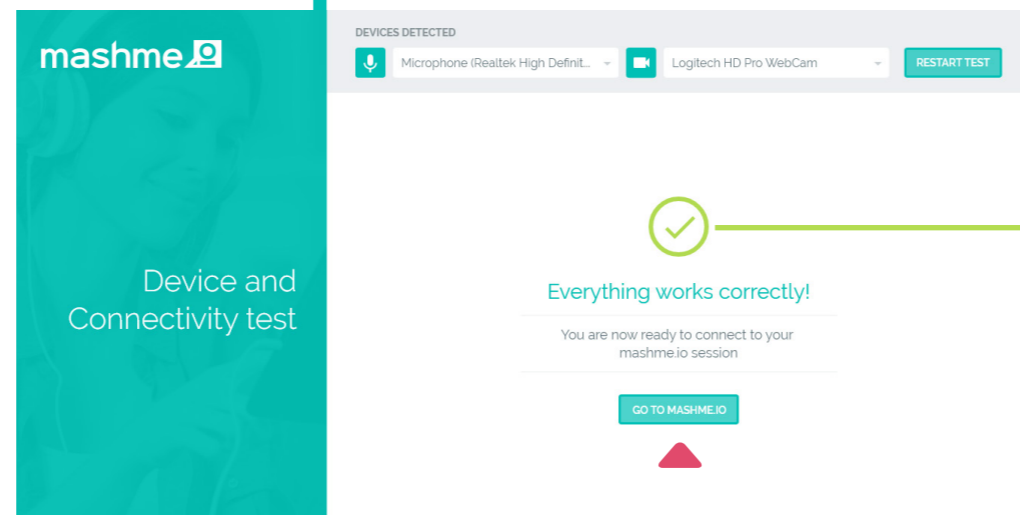
- ▶ Ensure the tested camera is the correct
- ▶ Ensure there is nothing obstructing your camera

[learn more about this problem](#)



mashme

If you have multiple video/audio devices connected you can switch from one to another, and restart it.



mashme

Device and Connectivity test

Everything works correctly!

You are now ready to connect to your mashme.io session

GO TO MASHME.IO

When everything is running correctly you are ready to connect to your mashme.io session

**GO TO MASHME.IO**

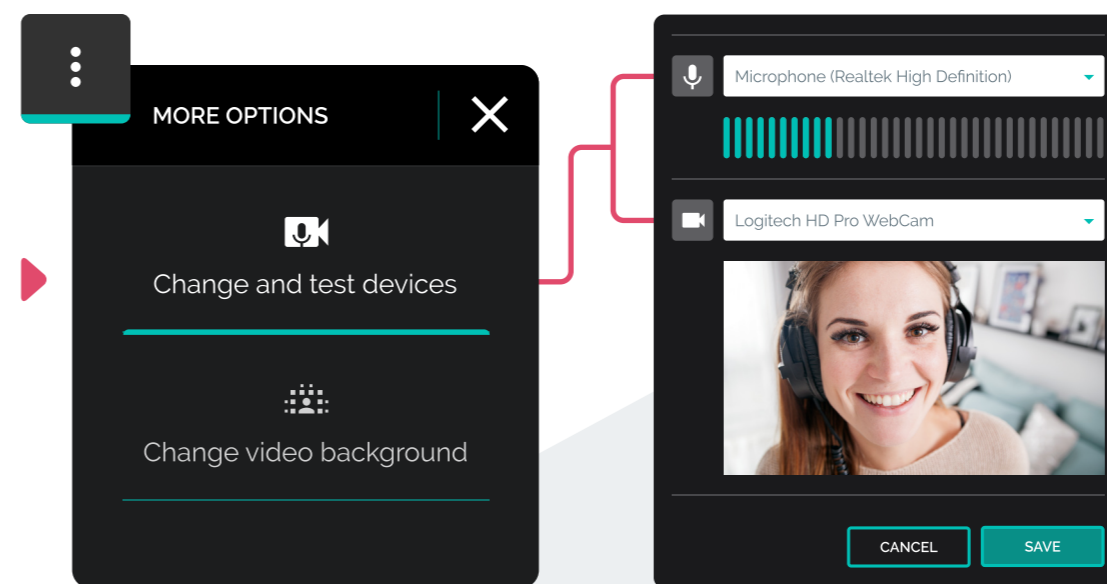


You are now ready to connect to your mashme.io session

- Launch the specified browser.
- Click on the link provided in the email invitation, and enter your login details (user name and password) to access the room.
- Join the session by clicking on the **Join** button, and click on the **camera icon** to interact with the room.
- To see the **quality of your connection** and how to improve it, click on the connectivity icon.



- If you have multiple video/audio devices connected during the meeting you can **switch from one to another** by clicking the option **Change Devices** that you can find in the “more options” menu:



Select the microphone and camera desired and Save the changes.



## Some things to consider

- Remember to close any additional browser windows open in the background to avoid using additional browser resources.
- A **wired connection** is preferable over WiFi for optimal performance. If connecting via WiFi please avoid contention issues, by ensuring that multiple users are not connecting from the same location.
- Please close all unnecessary applications prior to connecting to a video collaboration session.
- Please ensure that if you use other video collaboration applications these are closed and the plug-ins are disabled. ie. Skype, Zoom, Blue Jeans, Adobe Connect etc.

See [Technical Requirements](#) for further details





# Technical Requirements



Device	A computer, tablet or Android/iOS* smartphone is required. *[BETA]																								
Browser Support	Google Chrome (most recent version), Mozilla Firefox (Quantum and above), and Safari (version 14 and above) [BETA]																								
Operating System (OS)	mashme.io has no specific dependency on Operating System (OS), however we support Microsoft from Windows 7 onwards, Safari from El Capitan (V10) and Android from Jelly Bean																								
Internet Connection	Upload: 300 kbps to 1.5 Mbps for HD quality camera per user Download: 300 kbps to 1.5 Mbps per video stream																								
Webcam	To participate in a video collaboration session, a webcam must be installed and compatible with your computer																								
Microphone	To participate in a video collaboration session, a microphone must be installed and compatible with your computer																								
Audio	To participate in a video collaboration session, a sound device must be installed and compatible with your computer																								
Ports	TCP: 80 and 443   UDP: 36000-59999   UDP: 19302																								
Domains	<p>Enable traffic for the following domains and allow WebSocket protocol:</p> <table border="0"> <tr> <td><b>mashme.io:</b></td> <td></td> <td><b>Syncrtc.com:</b></td> <td><b>Others:</b></td> </tr> <tr> <td>• ws.mashme.io</td> <td>• accounts.mashme.io</td> <td>• turn.syncrtc.com</td> <td>• stun.l.google.com</td> </tr> <tr> <td>• files.mashme.io</td> <td>• analytics.mashme.io</td> <td>• kx.syncrtc.com</td> <td>• freshchat.com</td> </tr> <tr> <td>• app.mashme.io</td> <td>• test.mashme.io</td> <td>• sentry.syncrtc.com</td> <td>• help.mashme.io</td> </tr> <tr> <td>• api.mashme.io</td> <td>• public-assets.mashme.io</td> <td></td> <td>• storage.googleapis.com</td> </tr> <tr> <td>• status.mashme.io</td> <td>• private-assets.mashme.io</td> <td></td> <td></td> </tr> </table>	<b>mashme.io:</b>		<b>Syncrtc.com:</b>	<b>Others:</b>	• ws.mashme.io	• accounts.mashme.io	• turn.syncrtc.com	• stun.l.google.com	• files.mashme.io	• analytics.mashme.io	• kx.syncrtc.com	• freshchat.com	• app.mashme.io	• test.mashme.io	• sentry.syncrtc.com	• help.mashme.io	• api.mashme.io	• public-assets.mashme.io		• storage.googleapis.com	• status.mashme.io	• private-assets.mashme.io		
<b>mashme.io:</b>		<b>Syncrtc.com:</b>	<b>Others:</b>																						
• ws.mashme.io	• accounts.mashme.io	• turn.syncrtc.com	• stun.l.google.com																						
• files.mashme.io	• analytics.mashme.io	• kx.syncrtc.com	• freshchat.com																						
• app.mashme.io	• test.mashme.io	• sentry.syncrtc.com	• help.mashme.io																						
• api.mashme.io	• public-assets.mashme.io		• storage.googleapis.com																						
• status.mashme.io	• private-assets.mashme.io																								
IP Addresses	<p>Enable traffic from the following IP addresses:</p> <ul style="list-style-type: none"> <li>• 35.205.188.83</li> <li>• 35.201.107.97</li> <li>• 35.186.193.98</li> <li>• 35.244.230.151</li> </ul>																								



If you require further assistance or information please contact: [support@syncrtc.com](mailto:support@syncrtc.com)