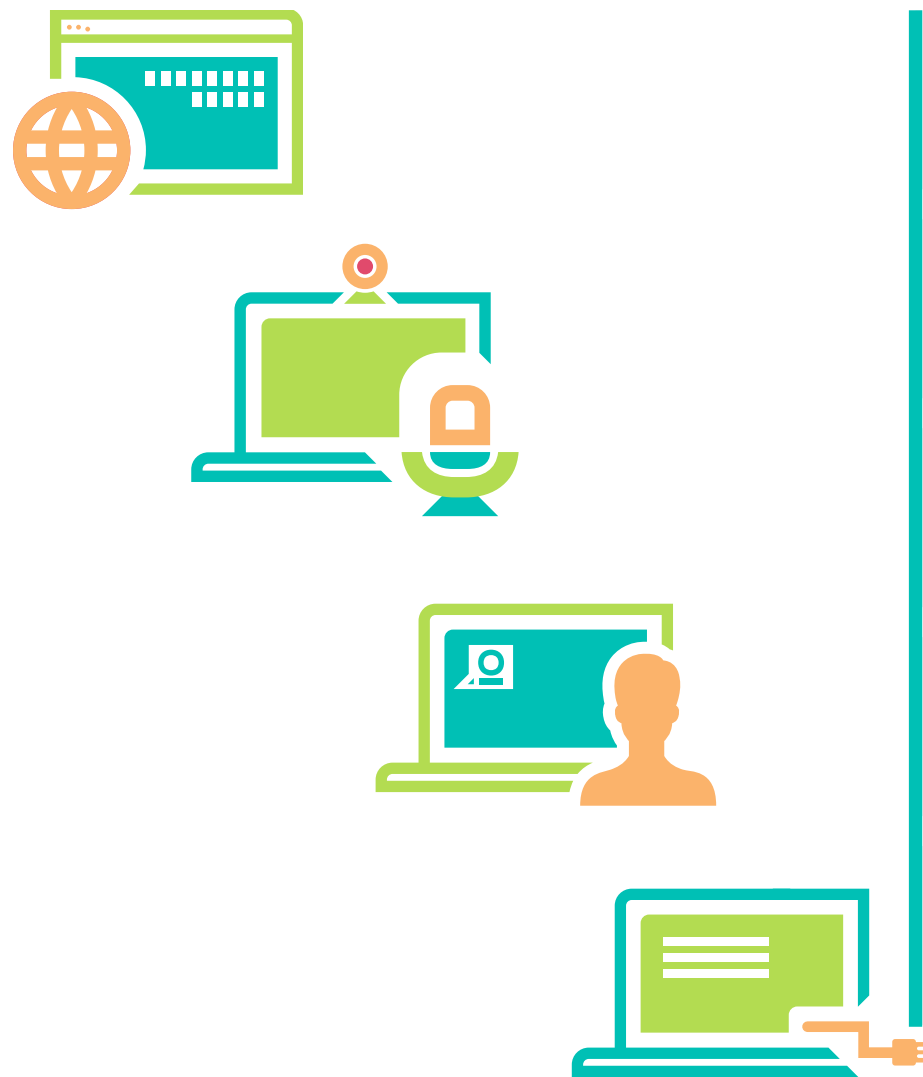


It is very simple to connect to the mashme platform. To avoid any unnecessary difficulties please take a moment to read the following instructions to ensure a seamless connection experience.



Check you are using a supported browser



First time user of mashme.io



Run the Self Test App here



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



Technical requirements





Check you are using a supported browser

mashme.io operates on the following browsers:

BROWSER	DESKTOP	ANDROID
Google Chrome (version 64 and above)	✓ Supports screen sharing	✓ *
Opera (Quantum or above)	✓ *	✓ *
Mozilla Firefox	✓ *	✓ *
Safari (Coming soon)	--	--

* Does not currently support screen sharing at time of print



First time user of mashme.io

You should have received a **customized URL** from the meeting organizer to access a meeting room. Simply cut and paste the URL provided into one of the supported browsers, then enter your details in the guest login to join the meeting.

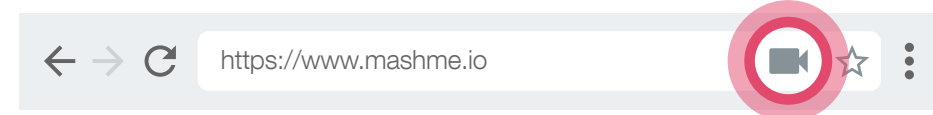




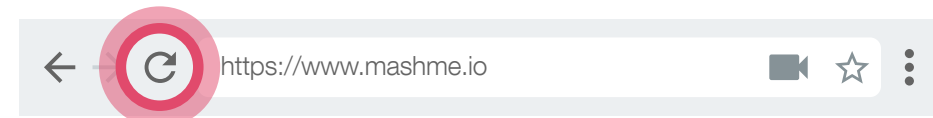
Some things to consider

- Remember to close any additional browser windows open in the background to avoid using additional browser resources.
- Please close all unnecessary applications prior to connecting to a video collaboration session.
- If you have multiple video devices connected during the meeting you can **switch from one to another** by clicking the camera icon that will appear in the browser's search bar once you have joined the videoconference. Select the input and output device and **reload the page** for the changes to take effect.

Select the input and output device



Reload the page for the changes to take effect



- 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 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



Run the Self Test App here



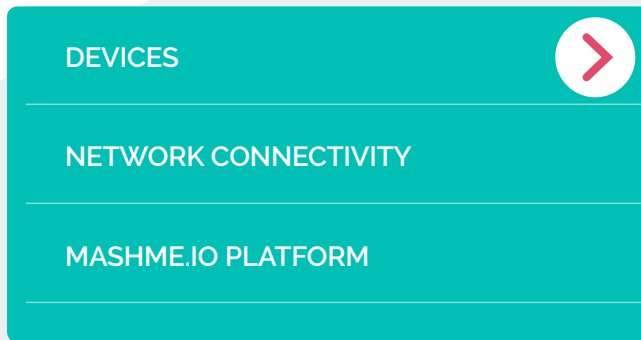
START SELF TEST

<http://test.mashme.io>

To access the mashme.io Self Test, you will need to enter your email address and organization.

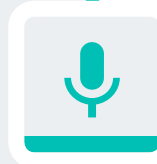
1

Device Test



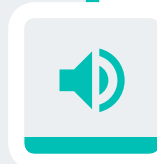
To verify that your devices are running correctly, click on **Devices** on the menu on the left hand side of your screen.

From this option you can confirm that your microphone, your audio system and your webcam are connected and ready to be used by our software.



Click on [Check your microphone](#) to test your audio input device.

You can select the correct microphone by selecting it in the drop-down menu. If the device is properly installed and with updated drivers, **you will see activity in the sound input detection bar.**



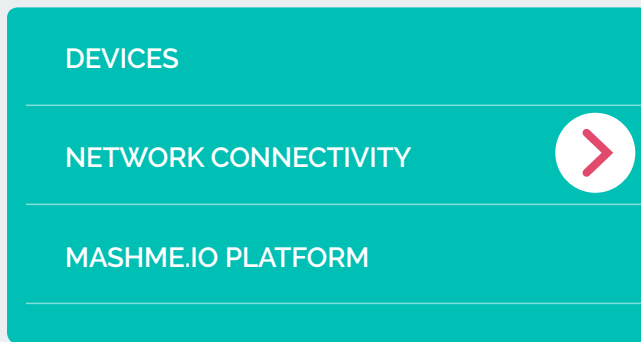
Click on [Check your speaker](#) to test your audio output device.

You can select the correct speaker or headphones by selecting them in the drop-down menu. If the device is properly installed and with updated drivers, **you will hear a test sound and you will see activity in the audio output detection bar.**



Click on [Check your camera](#) to test your video device.

You can select the correct camera by selecting it in the drop-down menu. If the device is correctly installed and with updated drivers, **you will see your image on the screen.**



To verify network connectivity to permit mashme traffic for optimal experience, click on **Network Connectivity** on the menu on the left hand side of your screen.

2 Network Connectivity Test



Click on [Check your video/audio connections](#) to test the sending and receiving of video and audio streaming.

If everything works correctly, you will be able to see your video on the screen. Otherwise, we recommend that you contact your IT Team to enable [these technical requirements](#).



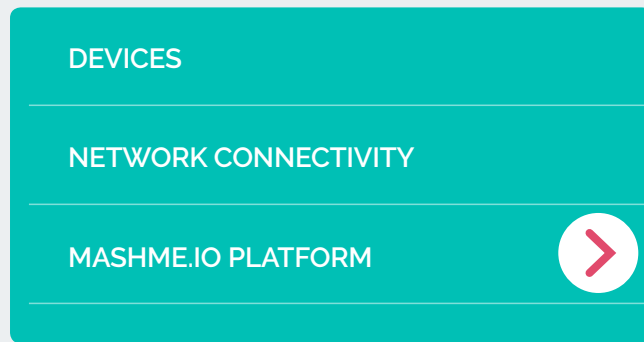
Click on [Check other specific connections](#) to test the other requirements associated with our software.

- WebRTC Support
- WebRTC P2P
- WebSockets

If any of the options is not verified and appears in red, contact our support services who will be able to assist you through:



support@syncrtc.com



To verify that your device can connect to our server, click on **mashme.io Platform** on the menu on the left hand side of your screen.



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

3

mashme.io Platform Test

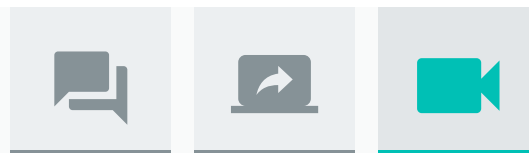


Click on **Check image display** to test the operation of viewing and downloading images. If the connection to the mashme.io platform has been established correctly, the same document will appear in both windows. You can download the image by clicking on the button to the left of the image.



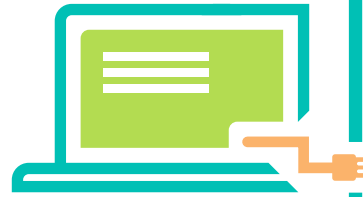
Click on **Check document display** to test the operation of viewing and downloading documents. If the connection to the mashme.io platform has been established correctly, the same image will appear in both windows. You can download the document by clicking on the button at the left of the image.

- Now re-boot your PC
- Launch the specified browser
- Cut & paste the URL provided into the browser (link provided by the meeting organizer)
- Enter your name in the guest login
- Now click on the **camera icon** on the tool bar on the top centre of the **mashme.io** application window





Technical Requirements



Device	A computer, tablet or Android smart-phone is required				
Browser Support	Google Chrome 64 and above, Opera, (most recent version) and Mozilla Firefox (Quantum and above)				
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	1 user 300 Kbps	2 users 600 Kbps	3 users 900 Kbps	5 users 1,5 Mbps	10 users 3 Mbps
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				
Domains	<p>Enable traffic for the following domains and allow WebSocket protocol:</p> <ul style="list-style-type: none"> • https://ws.mashme.io • https://files.mashme.io • https://app.mashme.io • https://alderaan-master.licode.syncrtc.com • https://api.mashme.io • accounts.mashme.io • test.mashme.io • public-assets.mashme.io • private-assets.mashme.io • stun.l.google.com • anoat-turn.syncrtc.com • anoat-turn-02.syncrtc.com • anoat-turn-03.syncrtc.com • anoat-turn-04.syncrtc.com 				
IP Addresses	<p>Enable traffic from the following IP addresses:</p> <ul style="list-style-type: none"> • 103.21.244.0/22 • 103.22.200.0/22 • 103.31.4.0/22 • 104.16.0.0/12 • 108.162.192.0/18 • 131.0.72.0/22 • 141.101.64.0/18 • 162.158.0.0/15 • 172.64.0.0/13 • 173.245.48.0/20 • 188.114.96.0/20 • 190.93.240.0/20 • 197.234.240.0/22 • 198.41.128.0/17 • 35.195.185.229 • 35.205.173.233 • 35.199.71.116 • 104.198.180.19 • 35.198.230.118 • 35.205.188.83 • 35.201.107.97 				



If you require further assistance or information please contact: support@syncrtc.com