

TEACHER RESOURCES

Troubleshooting Tips

STEP 1
Set up for Success

Make sure the physical set up of your classroom is optimized:

- Position student devices and mics away from each other.
- Ideally, students should sit with their backs to the wall.
- Testing dividers or other barriers can help reduce noise bleed.
- Group students strategically to minimize noise and Wi-Fi strain


STEP 2
Support Student Behavior

Student habits have a big impact on how well Reading Assistant performs, so remind them to:

- Wait until the mic turns green to begin reading.
- Read clearly and at a natural pace. Don't rush.
- Avoid rereading unless prompted. Amira will catch up.
- Pause at the end of each page. Don't click ahead too quickly


STEP 3
Try These Technical Fixes

If Reading Assistant still isn't working as expected, try the tips below.

Performance Issues:

- Close all other apps, windows, or browser tabs.
- Run a [speed test](#) to ensure minimum device speeds (10 Mbps).
- Ensure all [content filter requirements](#) have been met.

Audio Issues:

- Ensure Reading Assistant has mic access and the correct mic is selected [[Chrome](#)] [[Safari](#)] [[Firefox](#)]
- Visit [mic-test.com](#) to check your mic's functionality

Using an iPad?

- Follow [these steps](#) to ensure Reading Assistant runs smoothly


Want more support?

Go to the
[Reading Assistant Curriculum Support Page](#)

Scan the QR Code to visit
our Reading Assistant Curriculum Support Page



Or email us at:
support@epslearning.com