Below please find troubleshooting solutions for some common video-audio issues on gather.town

"Awaiting audio and video permissions..." or can't unmute audio/video

We usually get stuck on this dialogue when you dismiss or block the mic/camera permission that we pop-up. In order to unblock the permission from our app, find the pop-up dialog on the address bar:
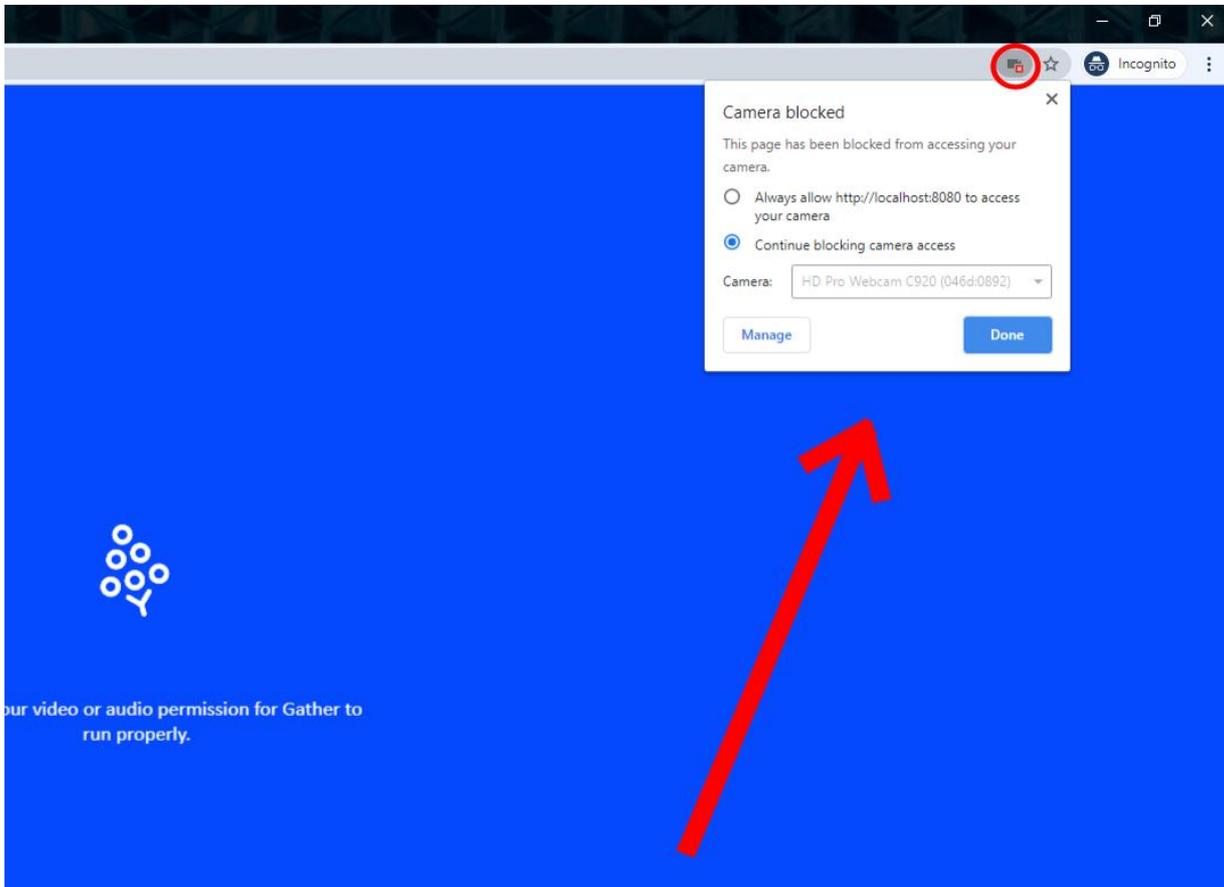
On Firefox, this dialog is on the left side of the address bar.

After re-enabling the permission, refresh the page.

"Awaiting audio and video permissions..." or can't unmute audio/video on MacOS 10.15 Catalina or later

This can happen when your web browser doesn't have permission from MacOS to use the camera or microphone

1. Go to System Preferences → Security and Privacy → Privacy → Camera and make sure your Web Browser (usually Chrome or Firefox) is checked. You may need to click the lock icon in the bottom left.

2. Go to System Preferences → Security and Privacy → Privacy → Microphone and make sure your Web Browser (usually Chrome or Firefox) is checked. You may need to click the lock icon in the bottom left.

Can't use screenshare on MacOS 10.15 Catalina or later

This can happen when your web browser doesn't have permission from MacOS to record the screen

Go to System Preferences → Security and Privacy → Privacy → Screen Recording and make sure your Web Browser (usually Chrome or Firefox) is checked. You may need to click the lock icon in the bottom left.

Can't unmute video on Windows

The biggest culprit of this error is another app capturing your camera, and preventing other apps from accessing it. This happens especially often if you are using other video calling tools like Zoom. Close the other app to fix this.

Can't see or hear anyone else

If you have any extensions blocking autoplay permissions, or blocking WebRTC (you may have installed this to prevent your IP from getting leaked) make sure these are disabled.

Additionally, our video service is unable to function on some kinds of VPNs, campus networks, or corporate networks. If you're in such a situation, try disabling your VPN, switching to a different network, or asking your network adminstrator to unblock Gather. We can provide a list of IPs to unblock at your request. Email support@gather.town for more details.

How do I switch my camera/microphone input?

In order to switch the camera/microphone, click the settings icon in the bottom bar, and then select the devices you'd like to use in Gather.

Hitting an issue in Firefox, Safari, or Edge

Try using Google Chrome instead. We try our best to support as wide a range of browsers as possible in the interest of open web standards and user choice. Unfortunately, our app is best tested in Chrome, and there are often issues in other browsers that we don't currently have the development time to get to the bottom of.

It's still not working!

Make sure your web browser has WebRTC enabled at https://test.webrtc.org/