

General Troubleshooting Steps

- Close your browser completely and reopen it (don't just refresh the page; do a full restart).
- Try using a different browser. Different browsers may handle video playback differently, and switching to another may fix the problem. Sometimes certain browser settings or add-ons can prevent the video from playing, causing issues like the black screen you describe.
- Disable any browser add-ons that may be interfering with video playback.
- Restart your device and try playing the recording again.
- Make sure your internet connection is consistent and has sufficient bandwidth.
- Class.com is allowed access to the microphone by checking Microphone permissions in Privacy & Security or Site Settings in your browser ; then try turning microphone settings off and on in the Class interface , making sure no other programs are using the microphone, restarting your computer, and rejoining the session. If you're using Chrome, try connecting in incognito mode and making sure your audio drivers are up to date.

[Click here](#) to access internet troubleshooting steps.

[Click here](#) to troubleshoot audio/video quality issues.

Error Codes and Solutions

Error Code	Definition
CZ:700	It indicates that there is a connection problem and the page needs to be refreshed or the join should be attempted again.
Code:1011	Once the instructor has started the lesson, you can log in. Please try again later.
CZ:206	This browser is not supported. Please use Microsoft Edge or Google Chrome to launch the Class platform .
Failure Code : J10 - J11	Error codes J10 and J11 indicate that the network you are using is blocking HTML 5 Web Socket connections and therefore you are unable to join the Class Collab session; this is usually caused by your network firewall settings and you can test using another network.
A00	There was an authentication error while connecting to the Class Collab session, check the session URL, clear the browser cache and try connecting again using the original session link.
A01	While trying to connect to the session, the session times out because your network connection is not strong enough, try connecting again and check your network connection.
A03	The link used to connect to the session may be incorrect or invalid, ask the moderator for the correct link again or make sure the session has not been deleted.
A04	The session you want to connect to has not started yet or the session link is not yet active; check the session time or get a new link from the moderator .
A05	The session link you have used is one-time and cannot be used again. Contact the session organizer to get a new invitation link.
A07	If you receive an error when you try to reconnect after leaving the session, try connecting again by getting a new session link from the moderator .
M:WS4000	The system may not be recognizing you correctly when you try to reconnect to the session. Close all sessions in the browser, wait a few minutes and try connecting again.
CZ-253	currently running other meetings in Zoom . Exit other Zoom meetings and try again.

Browser System Requirements

Category	Minimum Requirements	Recommended Requirements
Processor (Desktop)	Single core 1 GHz or higher	Dual core 2GHz or higher (Intel i3/i5/i7 or AMD equivalent)
Processor (Mobile Devices)	Any 1 GHz single core processor or better	-
RAM (Windows and macOS)	-	8 GB or greater system RAM
RAM (ChromeOS)	-	4 GB or greater system RAM
Web Browser (Windows Chrome)	Minimum version: 120+	Recommended version: 130+
Web Browser (Windows Edge)	Minimum version: 120+	Recommended version: 130+
Web Browser (Mac Chrome and Edge)	Minimum version: 120+	Recommended version: 130+
Web Browser (Android Chrome)	Minimum version: 120+	Recommended version: 130+
Web Browser (iOS Safari)	Minimum version: 17.0+	Recommended version: 18.4+
Web Browser (iOS Chrome)	Minimum version: 120+	Recommended version: 130+
Bandwidth (Group Video Call)	High quality video: 1.0 Mbps /600 kbps	720p HD video: 2.6 Mbps /1.8 Mbps , 1080p HD video: 3.8 Mbps /3.0 Mbps
Bandwidth (Gallery View)	2.0 Mbps (25 views)	4.0 Mbps (49 views)
Bandwidth (Screen Sharing)	No video thumbnail: 50-75 kbps , with video thumbnail: 50-150 kbps	-
Bandwidth (Webinar Participants)	High quality video: ~600 kbps (low), 720p HD video: ~1.2-1.8 Mbps (low)	1080p HD video: ~2-3 Mbps (low), screen sharing only: 50-75 kbps

Frequently Asked Questions for Students

How can I access my virtual classroom lessons?

After logging in to the O'Learn platform, you can access the virtual classroom by clicking on the 'Class Collab (virtual classroom)' link in the left menu.

If there is a scheduled session, you can log in via 'Upcoming' to join. If there is no scheduled session, you can enter the course room via 'Join Class Room' button.

Which browsers can I use to access the O'Learn platform?

You can access the O'Learn platform via Chrome or Microsoft Edge browsers.

Where can I access past course information?

Your past recorded course information under the 'Previous' section.

Where can I access course recordings?

You can reach course recordings under the 'Recordings' section.

Can I change the size of the shared screen in the virtual classroom?

After screen sharing 'View', you can adjust the screen size from 'Options'.

Can I reach Class Collab from the Safari browser?

Yes but your devices must be up to date.