



Powered By Musical Overture

Musicians want to know what they can do on their end to ensure the most successful Gig Room sessions possible. Our peer-to-peer connections eliminate most of the delays you have experienced with other conferencing platforms, but there are still some things you can do to “speed up” your experience.

### Pro tips:

- Plug into a wired internet connection when possible.
- Ask others in your home, or on your network, to please not use the internet during your Gig Room session. That Netflix download can limit your internet speed. It’s just an hour (in most cases). *It’s OK to be stingy once in a while!*
- Close all other software applications and only keep open the browser you are using for Gig Room. Chrome, Firefox and Safari work best, so use one of those browsers.
- Have only one tab open in your browser.
- Use wired headphones. Bluetooth headphones add latency. Headphones help you hear the other musicians in the Gig Room and help to eliminate feedback and noise cancellation.
- Turn off the ambient noise reduction feature in your System Preferences/Sound window as well as any feedback elimination application you might have on.
- If connecting through Wi-Fi, try to be as close to the router as possible. Using Wi-Fi in a different room, or on a different level of a home or building, will slow your internet speed.
- Worst case, turn off your video and go “audio only”. It’s the music that really matters to us, anyway!

Let us know if you have trouble and we’ll schedule a Gig Room support session with a member of our team. Just email: [support@musicaloverture.com](mailto:support@musicaloverture.com)

## Refreshing your browser

If you experience connection problems, try refreshing your browser. This will reset your browser's settings and clear your browser's cache so you can get the latest version of Gig Room.

### Here's How:

#### Google Chrome

- Windows users: hold down **Ctrl** and then press **F5** on your keyboard
- Mac users: hold down **Cmd** and **Shift** and then press **R** on your keyboard

#### Firefox

- For Windows users: hold down **Ctrl** and then press **F5** on your keyboard
- Mac users: hold down **Cmd** and **Shift** and then press **R** on your keyboard

#### Safari (Mac)

- Go to Safari > Empty Cache, or hit **Opt + Cmd + E**
- To refresh, click the refresh button on the address bar or press **Cmd + R**

#### Internet Explorer/Microsoft Edge (Windows)

- Hold down **Ctrl** and then press **F5** on your keyboard

## **About your network connection and firewall configuration**

(This is a really big deal)

If you are experiencing latency issues (delays), even after implementing our Pro Tips, you are most likely being forced into a slower connection by your network. Gig Room is built on WebRTC, a platform that allows users to connect with other users directly, usually without having to go through a server. This type of really fast connection is called STUN, which stands for Session Traversal Utilities for NAT (NAT = Firewall). STUN provides a connection using the most direct route between users and thus the fastest connection with the lowest latency.

Some school districts may use a Symmetrical NAT firewall which allows you to establish peer-to-peer connections on WebRTC, but not the really fast STUN type. Instead of traffic flowing directly between users, these slower connections route through a TURN server. TURN stands for Traversal Using Relays around NAT. TURN is a slower alternative that adds latency by routing traffic through a reflective relay server instead of the most direct/fastest route between users that STUN establishes. While this is still much faster than other video conferencing apps and is often fast enough for teaching, it can create too much delay for playing music simultaneously. For that, all users need an Open NAT so you can establish a STUN connection and take full advantage of what Gig Room can do.

VPN's (Virtual Private Networks) route traffic through less direct routes and also force slower TURN connections, so you want to disable any VPN add-ons or plugins. VPN's will add a tremendous amount of latency.

*See a platform How To Guide on the next page.*

## **About your network connection and firewall configuration**

(continued)

### **Mac**

**Mac** users should disable the firewall via >System preferences>Security & Privacy>Firewall.

### **Windows**

**Windows** users should disable the Microsoft Defender Firewall

1. Select the Start button > Settings > Update & Security > Windows Security and then Firewall & network protection. Open Windows Security settings.
2. Select a network profile.
3. Under Microsoft Defender Firewall, switch the setting to Off

### **Android**

**Android** users should set their Firewall to “Allow All”.

### **iOS**

**iOS** users should make sure VPN is Not Connected via >Settings>General>VPN

...And if for some reason you have disabled WebRTC in your Chrome/Firefox/Safari/Edge browser, **turn it back on (enable)**.

## **Restarting your device**

If you are still experiencing connection problems, even after refreshing your browser, try restarting your device. This will clear the RAM and processor cache. In some cases, your device will automatically check for browser upgrades, which will also improve your experience.