



Team Newsom

Dialer Technical Support

Always ensure your computer or mobile device is fully charged and that all software is up to date

The Scale To Win dialer should work with all major browsers
(Chrome, Firefox, Microsoft Edge, Safari)
and with iOS, Android, and Windows Operating Systems

Dialer not loading properly

- **Check Browser**
 - Close your browser window, then click on the dialer link again
 - Clear the Cache in your browser then click on dialer link again
 - [HOW TO CLEAR BROWSER CACHE](#)
 - *We suggest clearing your Cache but not your Cookies*
 - Try a different browser & copy/paste the dialer link into the URL bar and click Enter/Return
 - If you are still experiencing an issue, consider opening your browser in Incognito mode or
 - Chrome: Click on the 3 vertical dots upper right corner and select New Incognito Window
 - Firefox: Use shift + control + P and select Incognito Window

- **Weak internet connection**

- If using WIFI, do you see 3 bars - typically in the top right corner of your device screen - indicating strong connection?
- If no, and you have a smartphone or landline phone
 - You can connect your smartphone or landline phone to the computer/tablet following the steps on your computer screen (Call with this device + phone). You will be using your telephone for audio (mic/speakers) but recording all answers on your computer screen.
 - To “call another way”, you should select END SESSION then click on the dialer link to proceed.
- If no, and you have a smartphone
 - We can email the dialer link to you
 - You will open the email on your smartphone
 - Click on the dialer link & begin making calls
 - You can also use your smartphone to record all data.

- **Too many programs or tabs are open.**

- Close all other programs not actively in use.
 - Examples - Close documents such as Word / Pages, Excel, and close any applications you have open.
- Close extra tabs in your browser.

- **Restart computer/device.**

- Relaunch browser and log into dialer

- **Call with this device & phone:** When all else fails, you can connect your smartphone or landline phone to the computer/tablet following the steps on your computer screen (Call with this device + phone). You will be using your telephone for audio (mic/speakers) but recording all answers on your computer screen.

“Looks Like You’ve Found a Bug” Screen After Clicking on “Call with this Device”

Check Browser

- Seeing the “Looks like you’ve found a bug” screen immediately after clicking on “Call with this Device” means that the Dialer does not have permission to use the microphone.
 - On Safari, close the bug message, click on Retry and be sure to select “Allow” or “Record” when asked for microphone permission. If that doesn’t work, please follow this step required for Chrome and Edge users. If this doesn’t work see “Microphone Not Working” below.
 - On Firefox, close the dialer window, click on the dialer link again, and be sure to click “Allow” or “Record” when asked about microphone permission. If this doesn’t work, see “Microphone Not Working” below.
 - For Chrome and Edge, see below under Microphone Not Working for instructions on how to change microphone permissions on your specific browser
- If problem persists, you should use Call with this Device & Phone, which does not require microphone access on the Device.

Microphone Not Working - Voter Cannot Hear Caller

Overall

- Test your device microphone using <https://www.onlinemictest.com/>

PC / Windows

- Check your microphone permissions for your computer:
 - Settings - Click on Start in the lower left to access menu (may vary based on version of Windows) > Privacy > Microphone (under App permissions) > Allow desktop apps to access your microphone "On"
- Check the browser's microphone permissions if you are getting a microphone error message when trying to use the dialer or if you are not seeing the notice asking permission for the dialer to use your mic.
 - On Chrome: click the 3 vertical dots (upper right corner) > Settings > Privacy & security > Site Settings > Microphone > Sites can ask to use your microphone. Toggle should be ON (blue) > Check for <https://gavinnewsom.text.scaletowin.com> > If shown, select "Allow"
 - On Firefox: Click 3 lines (upper right corner) > Settings > Privacy & security > Permissions > Microphone settings > Uncheck "block new requests asking to access your microphone" > Save changes
 - On Edge: Click on 3 horizontal dots (upper right corner) > Settings > Cookies & site permissions > microphone > Use the drop-down menu and select the default device and give it permission>Select "Ask before accessing". Toggle should be ON (blue)> Check for <https://gavinnewsom.text.scaletowin.com>, and if it is listed under "Block", click on trash can icon on the right side of page to remove that address from the blocked list.
 - On Safari: Click Safari (top left of screen) > Preferences > Microphone > Website > Select "Sites can ask to use your microphone" (bottom right) > Check for <https://gavinnewsom.text.scaletowin.com> > If shown, select "Allow"
- Close/reopen program/app or Restart computer
- If you continue to get a microphone permissions error in one browser, such as Chrome, try another browser, such as Firefox.

MAC

- Check your microphone permissions:
 - Apple Icon > System Preferences > Security & Privacy > Microphone > check app boxes to allow microphone for those apps

- Check the browser's microphone permissions if you are getting a microphone error message when trying to use the dialer or if you are not seeing the notice asking permission for the dialer to use your mic.
 - On Chrome: click the 3 vertical dots (upper right corner) > Settings > Privacy & security > Site Settings > Microphone > Sites can ask to use your microphone. Toggle should be ON (blue)
 - On Firefox: Click 3 lines (upper right corner) > Settings > Privacy & security > Permissions > Microphone settings > Uncheck "block new requests asking to access your microphone" > Save changes
 - On Edge: Click on 3 horizontal dots (upper right corner) > Settings > Cookies & site permissions > microphone > Use the drop-down menu and select the default device and give it permission>Select "Ask before accessing". Toggle should be ON (blue)> Check for <https://gavinnewsom.text.scaletowin.com>, and if it is listed under "Block", click on the trash can icon on the right side of page to remove that address from the blocked list.
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- Close/reopen program/app or Restart computer
- If you continue to get a microphone permissions error in one browser, such as Chrome, try another browser, such as Firefox.

iPad (see also specific browser fixes above under Mac)

- Check permissions
 - Settings Icon > Privacy > Microphone > App Clips

Android Tablet (see also specific browser fixes above under PC/Windows)

- Check permissions
 - Settings Icon > Privacy > Permission Manager >Microphone > Slide slider to green / on OR Select Browser App and toggle to "allow"

NO SOUND - Caller Cannot Hear Voter

- Make sure the volume is up, on your device!

PC / Windows

- Check speakers
 - Settings - Click on Start in the lower left to access menu (may vary based on version of Windows) > System > Sound “ Choose your output device and turn up volume
- Restart computer

MAC:

- Check speakers
 - Apple Icon > System Preferences > Sound > Output > Select a device for sound output (Built-in) & B move the slide bar to the right to increase speaker volume.
- Restart computer

iPad:

- Check volume
 - Volume button on side of device OR
 - Swipe down on iPad screen to access the control center > locate speaker icon > slide up to increase volume
- Force restart: Press & hold Home Button and Top On/Off button at same time

Android Tablet

- Check volume
 - Settings Icon > Device tab > Sound tab > Volume > Increase volume to max

Zoom Issues

- Chat Window:
 - You must be able to locate the Chat window, since links are given to you via Chat.
 - Click the speech bubble labeled “Chat” at the bottom of the Zoom screen. (To the left of the green “share screen” button.)
 - Click ONCE to open! Clicking multiple times will open-close-open-close etc.
 - To keep the chat window connected to main Zoom window, instead of in a separate window, click on “More” (circle with 3 dots inside it) in the bottom right corner of the chat window (pop out) & scroll down to select “Merge Meeting Window”
- Problems with Sound (no sound/mic not working)
 - Click the UP arrow ^ next to the microphone icon
 - Select a Microphone & Select a Speaker
 - Select “Test Speaker & Microphone”
 - Still not working? Close Zoom and click on the original Zoom link again to re-enter. Make sure you let us know in the chat BEFORE doing this so we know to re-admit you to the meeting.
- Problem with Video
 - Click the UP arrow ^ next to the Start Video icon
 - Select Video Settings > Camera > Select camera (Built-in)
- iPads
 - The Zoom controls are found in the upper right-hand corner of the zoom screen

