



Using School Cloud at Home

Checking your Home Network

Please navigate to the following website to run a test prior to Parents' Evening

You will need to allow access to your microphone/camera:

<https://networktest.twilio.com/>

Twilio WebRTC Diagnostics

Checks your browser and network environment to ensure you can use Twilio's WebRTC products.

- NTS: TURN UDP Connectivity**
Verifies UDP connectivity from your browser to Twilio's TURN servers.
- NTS: TURN TCP Connectivity**
Verifies TCP connectivity from your browser to Twilio's TURN servers. Note: TCP connectivity is not currently supported in Twilio Client.
- NTS: TURN TLS Connectivity**
Verifies TLS connectivity from your browser to Twilio's TURN servers. Note: TLS connectivity is not currently supported in Twilio Client.
- Voice: Bandwidth**
Determine how many simultaneous Twilio Client calls your network can support.
- Voice: Test call using PCMU**
Test the browser's ability to make calls with Twilio Client.
A region can be specified by adding it as a query param, eg. <https://networktest.twilio.com/?region=us1>
- Voice: Test call using Opus**
Test the browser's ability to make calls with Twilio Client.
A region can be specified by adding it as a query param, eg. <https://networktest.twilio.com/?region=us1>
- Video: Insights Connectivity**
Verifies connectivity from your browser to Twilio Insights endpoint
- Video: Signaling Connectivity**
Verifies connectivity from your browser to Twilio signaling endpoint.
- Video: Test Group Room with TURN**
Test browser's ability to connect to a Group Room through TURN relay with Twilio Video

Log Output

[10:27:15 AM] Test "TURN UDP Connectivity" started...

The following screen will appear and the test will automatically run

These tests are Twilio-specific. For more general WebRTC tests, please visit <https://test.webrtc.org>.

Fail	NTS: TURN UDP Connectivity
Verifies UDP connectivity from your browser to Twilio's TURN servers.	
Pass	NTS: TURN TCP Connectivity
Verifies TCP connectivity from your browser to Twilio's TURN servers. Note: TCP connectivity is not currently supported in Twilio Client.	
Pass	NTS: TURN TLS Connectivity
Verifies TLS connectivity from your browser to Twilio's TURN servers. Note: TLS connectivity is not currently supported in Twilio Client.	
Pass	Voice: Bandwidth
Determine how many simultaneous Twilio Client calls your network can support.	
Fail	Voice: Test call using PCMU
Test the browser's ability to make calls with Twilio Client.	
A region can be specified by adding it as a query param, eg. https://networktest.twilio.com/?region=us1	
Fail	Voice: Test call using Opus
Test the browser's ability to make calls with Twilio Client.	
A region can be specified by adding it as a query param, eg. https://networktest.twilio.com/?region=us1	
Pass	Video: Insights Connectivity
Verifies connectivity from your browser to Twilio Insights endpoint	
Pass	Video: Signaling Connectivity
Verifies connectivity from your browser to Twilio signaling endpoint.	
Fail	Video: Test Group Room with TURN
Test browser's ability to connect to a Group Room through TURN relay with Twilio Video.	
Fail	Video: Test Group Room without TURN
Test browser's ability to connect to a Group Room through Media Server with Twilio Video.	

Log Output

[10:27:49 AM] Call was hung up

[10:27:49 AM] Twilio Client disconnected. Overall quality not available - not supported by browser.

[10:27:50 AM] Error: Error: Could not establish an ICE connection within 10 seconds.

[10:27:50 AM] Test "Test call using Opus" started...

[10:27:50 AM] Initializing Twilio Client. Setting up Twilio.Device using Opus...

[10:27:50 AM] Twilio Client initialized

[10:27:50 AM] Twilio Client connected to de1

[10:27:50 AM] Requesting microphone access...

[10:27:51 AM] Call connected with CallSid CA61628a364bc4ee6499fd9eafbba90211

[10:28:00 AM] Call was hung up

[10:28:00 AM] Twilio Client disconnected. Overall quality not available - not supported by browser.

[10:28:01 AM] Error: Error: Could not establish an ICE connection within 10 seconds.

[10:28:01 AM] Test "Insights Connectivity" started...

[10:28:01 AM] Successfully established a connection to Twilio Insights

[10:28:01 AM] Test "Insights Connectivity" ended

[10:28:01 AM] Test "Signaling Connectivity" started...

[10:28:01 AM] creating room...

[10:28:03 AM] Successfully joined a Room

[10:28:03 AM] Room SID: RM35b296b9da21cde10aa26912d441c9c8

[10:28:05 AM] Successfully established a connection to Twilio signaling

[10:28:05 AM] Test "Signaling Connectivity" ended

[10:28:05 AM] Test "Test Group Room with TURN" started...

[10:28:05 AM] Attempting to connect to a Room

[10:28:05 AM] Error: Error: Group Room failed: Requested device not found

[10:28:05 AM] Test "Test Group Room without TURN" started...

[10:28:05 AM] Attempting to connect to a Room

[10:28:05 AM] Error: Error: Group Room failed: Requested device not found

[10:28:05 AM] Done.

When the test finishes you will see the results marked Pass or Fail

Checking your Home Network

At least one (or more) of the following must pass:

- NTS: TURN UDP Connectivity - *this is recommended for optimal quality*
- NTS: TURN TCP Connectivity
- NTS: TURN TLS Connectivity

This test **must** pass:

- Video: Test Group Room with TURN

Fail NTS: TURN UDP Connectivity

Verifies UDP connectivity from your browser to Twilio's TURN servers.

Pass NTS: TURN TCP Connectivity

Verifies TCP connectivity from your browser to Twilio's TURN servers. Note: TCP connectivity is not currently supported in Twilio Client.

Pass NTS: TURN TLS Connectivity

Verifies TLS connectivity from your browser to Twilio's TURN servers. Note: TLS connectivity is not currently supported in Twilio Client.

This is fine as we only need to pass at least one from this group

Pass Video: Test Group Room with TURN

Test browser's ability to connect to a Group Room through TURN relay with Twilio Video.

This one must pass so we are now ready to start