



Network checklist for event day

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Purpose: The network steps from "My Wi-Fi is strong, but I'm having problems", on one sheet for event day. Website: <https://interscribe.io/docs/connection/wifi-is-strong-but>

A week before

- [] Send the allow-list to IT: interscribe.io, *.interscribe.io, scrb.live and *.scrb.live on port 443 (TCP), and the live audio hosts we give you.
- [] Check the computer that sends the sound against "What you need" in the docs.

The network for the event

- [] Connect the agent computer with a network cable: the best single fix.
- [] Put production gear (the sound desk, the Console, interpreters) on its own network, or give it priority over guests.
- [] No Wi-Fi sign-in page on the network the agent uses.
- [] No VPN on the computer that sends the sound or on interpreters' computers.
- [] On Starlink: cable the agent computer to the Starlink router, and check the obstruction map in the Starlink app.

On the day

- [] From the agent computer, on the event network, run "Test your connection" and "Test your speed" (Console > Help).
- [] If InterScribe does not load on one computer, clear its DNS cache (see the docs page for each system).
- [] If it works on a phone hotspot but not on the building's network, a firewall is blocking it: send the allow-list to IT.
- [] Keep a phone hotspot ready as a backup.
- [] Watch the connection badge in the Console: amber or red means the network, not the Console.