

# How Can I Send Logs & Receive Technical Support In Kaltura Meetings?

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## **i Legacy notice**

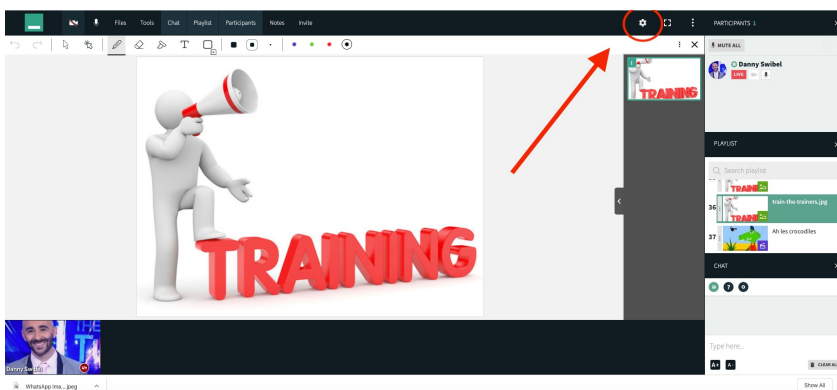
This article documents the **legacy KME Room**. For information on the new room, please visit the [new Kaltura Room documentation](#).

You may send support logs from inside the Kaltura Meetings live room. Kaltura Customers with an active Support plan (e.g. Silver/Gold/Platinum) should open up a ticket by logging into the Kaltura Customer Care portal (by clicking [here](#)).

## How To Send Support Logs

If you are having technical issues during your live session, sending support logs helps our [Customer Care team](#) better serve you.

1. Select **Settings** ⚙️ in the top right of your live classroom.
2. Click **Contact Support** in the button left.
3. Fill in the quick *Contact Support* form.
  - a. Select the checkboxes that apply.
  - b. Enter a custom message with as much detail as possible describing the issue you are experiencing and who is experiencing it. This helps!
  - c. Leave *Send logs* checked. Logs enable us to understand the issue effectively. Choosing not to send the logs will partially inhibit our ability to offer prompt technical support.
4. Click the **Send** button.



Allow all participants to use: ✕

**Device Settings**

- Access & Security
- Room Mode
- Default Permissions
- Quick Poll Settings
- Chat Settings
- Browser Focus

Select webcam  
**FaceTime HD Camera**

Select microphone  
**Microsoft LifeChat LX-3000 ...**

Loopback mic to output

Select audio output  
**Default - Microsoft LifeChat...**

[Contact Support](#)

Close

Kaltura Meeting version NR2

**Submit Support Logs** ✕


**Regarding**

- Webcam Quality
- Microphone Quality
- Content Playback

**Message**  
Enter your message. Please provide as much detail as possible

**Send logs**  For the best support, please include your logs.

**Send** Close

 We advise that the log submission should be sent during the time issue occurred to properly review for investigation and to see the users that are impacted.