Known video call issue with iOS 14.2

Parents or teachers joining a video call using an iPhone/iPad running iOS 14.2 are likely to experience stuttering audio which may stabilize itself after some time.

This issue is not specific to SchoolCloud Parents Evening and affects joining any video through the Safari browser on iOS 14.2. This is caused by a bug in iOS 14.2 which is logged on Apple's bug tracker.

What should I do?
If you have an upcoming event which takes place by video call, we recommend you contact parents/teachers to advise them not to use Apple devices running iOS 14.2.

Is there a guide I can share with parents/teachers?
Yes, we've updated our public facing guides for parents & teachers to advise them not to use Apple devices running iOS 14.2. These can be found from the Help & Support link at the lower left.