

# Troubleshooting Attend Anywhere video calls



## Can't hear others?

### Speakers/headset:

- Volume at audible level?
- (if external) Plugged in securely?
- (If powered) Switched on?
- Being used by the computer?  
*Check computer's audio settings.*
- Hearing an echo?  
*Check computer's audio settings.*

## Can't see?

### Web camera:

- (if external) Plugged in securely?
- Chrome using the correct camera?  
*Click camera icon in Call Screen's address bar; check access and selected camera.*
- Can your web browser access the camera?  
*Allow access to camera in privacy settings*  
*Allow access for camera in browser settings.*
- Other software using the camera?  
(Example: Skype also running)  
May require computer reboot.
- Firewall settings allow video stream?  
*Ask whomever looks after your firewall for help.*

## Others can't hear you?

### Microphone:

- (if external) Plugged in securely?
- Being used by the computer?  
*Check computer's audio settings.*
- Chrome using the correct microphone?  
*Click camera icon in Call Screen's address bar; check access and selected microphone.*
- Can your web browser access the microphone?  
*Allow access to microphone in privacy settings.*  
*Allow access for microphone in browser settings.*
- Muted?  
*Either Call Screen, or device's audio.*
- Other software using the microphone?  
(Example: Skype also running)  
*May require computer reboot.*

## Poor video/audio quality?

- Connection to Internet okay?  
*Check speed and latency at [www.speedtest.net](http://www.speedtest.net)*
- Others on the network using lots of bandwidth?  
(Example: Watching Netflix or YouTube).
- Modem/router working properly?  
*(Wireless network) Get closer to access point.*

## Many call issues can be fixed by clicking

Refresh

### Meet minimum specs?

- Windows PC** with i5 processor and 3GB of RAM (Windows 7 or later)
- Apple Mac** with i5 processor and 3GB of RAM (MacOS 10.12 Sierra or later)
- Android-based smartphone or tablet** (Android 5.1 or later)
- iPhone** (iOS 11.4+)
- iPad** (iOS 11.4+, iPadOS 13+)

### Latest Google Chrome?



- Check version at <https://www.whatismybrowser.com/>
- Update browser from <chrome://help>
- Download new at <https://www.google.com/chrome/>
- Camera/Microphone help: [tinyurl.com/tsba53s](http://tinyurl.com/tsba53s)

### Latest Safari?



- Check version at [www.whatismybrowser.com](http://www.whatismybrowser.com)
- Update browser from Mac App Store



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