

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
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

Latest Safari?



Check version at www.whatismybrowser.com
Update browser from Mac App Store



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