

# 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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