

# Troubleshooting Video Call



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 or iPad** (iOS 11.4 or later)

## Latest Google Chrome?



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

## Latest Safari?



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

## 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.*

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.*

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.*