

# Video Call troubleshooting reference



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 (OS X 10.5 or later)

**Android-based smartphone or tablet** (Android 4.3 or later)

**iPhone or iPad** with the Video Call app installed (iOS 9 or later)

More:  
[vcc.healthdirect.org.au/requirements](http://vcc.healthdirect.org.au/requirements)

## Latest Google Chrome?



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

Guides & further troubleshooting  
[vcc.healthdirect.org.au/makingcalls](http://vcc.healthdirect.org.au/makingcalls)

## 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.*

More: [vcc.healthdirect.org.au/speaker](http://vcc.healthdirect.org.au/speaker)

## 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.*

More: [vcc.healthdirect.org.au/camera](http://vcc.healthdirect.org.au/camera)

## 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.*

More: [vcc.healthdirect.org.au/mic](http://vcc.healthdirect.org.au/mic)

## 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.*