

# 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.*

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.*

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 [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**