

# 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 addressbar;  
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

## 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**