Troubleshooting Video Call

Many call issues can be fixed by clicking **Refresh**

- **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.

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**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 Healthdirect Video Call app installed (iOS 10 or later)

**Latest Google Chrome?**
- Check version at [www.whatbrowser.org](http://www.whatbrowser.org)
- Update browser from [chrome://help](http://chrome://help)
- Download new at [www.google.com/chrome](http://www.google.com/chrome)

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