

# Troubleshooting for service users

## Check your equipment

Ensure your camera, microphone, and speaker or headset are securely connected, or if wireless, switched on and fully charged.

Confirm that your device is using the correct camera, microphone, and speaker or headset. See the device's camera and sound settings.

### Can't see?

Select the camera icon in the call screen's address bar to check that the browser is using the correct camera and that you have granted the necessary permission.

Make sure no other software, such as Skype, is using the camera. Restart if necessary.

Check that your firewall settings allow video. Your firewall administrator can advise.

### Poor video or audio quality?

Test your internet speed: [www.speedtest.net](http://www.speedtest.net)

Check that your modem or router is working. If using WiFi, get closer to the base station.

If others are on video calls, available bandwidth may be limited.

## Try reloading the page

To fix common problems, reload the page in your browser. If you have time before a call, restarting your browser or computer can often fix problems.

## Others can't hear you?

Click the camera icon in the call screen's address bar to check that the browser is using the correct microphone and that you have granted the necessary permission.

Make sure no other software, such as Skype, is using the camera. Restart if necessary.

Check that your microphone is not muted. See the call screen controls or device settings.

## Can't hear others?

Check your speaker, headset, or device volume.

If you hear an echo, check your device's sound settings.

## Devices you can use

**Windows PC** with i5 processor and 3GB of RAM (Windows 10+)

**Apple Mac** with i5 processor and 3GB of RAM (macOS 10.15+)

**Android phone or tablet** (Android 8.0 (Oreo) +)

**iPhone** (iOS 15+)

**iPad** (iPadOS 15+)

## Use the latest browser

Make sure that you have the latest version of one of the following browsers:

-  Apple Safari
-  Google Chrome
-  Microsoft Edge

How can I check the version of my browser?  
[www.whatismybrowser.com](http://www.whatismybrowser.com)

## More troubleshooting tips

Visit <https://help.inductionhealthcare.com/video-call/index.htm>