Troubleshooting for service users

Check your equipment

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

Ensure your device is using the correct camera, microphone, and speaker/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/audio quality?

Test your internet speed: **www.speedtest.net**

Check that your modem/router are working. If using WiFi, get closer to the modem/router.

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

Try the Refresh button

On the individual appointment call screen, select the **Refresh** button. This will solve many call issues.

Refresh

🎤 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/device volume.

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

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 10.11or higher for Chrome; 10.14 or higher for Safari)

Android-based smartphone or tablet (Android 5.1 or later)

iPhone (iOS 12.4+)

iPad (iOS 12.4+, iPadOS 13+)

Latest browser?

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

- Chrome
- Safari
- Edge

How can I check the version of my browser? **www.whatismybrowser.com**

More troubleshooting tips
Visit **https://help.inductionhealthcare.com/video-call/index.htm**

Powered by
attend**anywhere**®