

# Troubleshooting Attend Anywhere video calls

## Support contact

## 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.*

More:

[england.nhs.attendanywhere.com/camera](https://www.england.nhs.uk/attendanywhere.com/camera)

## Poor video/audio quality?

Connection to Internet okay?

*Check speed and latency at [www.speedtest.net](https://www.speedtest.net)*

Others on the network using lots of bandwidth?

(Example: Other video calls in progress)

Modem/router working properly?

*(Wireless network) Get closer to access point.*



## 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.*

More: [england.nhs.attendanywhere.com/mic](https://www.england.nhs.uk/attendanywhere.com/mic)



## 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.*

More:

[england.nhs.attendanywhere.com/speaker](https://www.england.nhs.uk/attendanywhere.com/speaker)

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](https://www.whatismybrowser.com)

Update browser from <chrome://help>

Download new at [www.google.com/chrome](https://www.google.com/chrome)

## Latest Safari?



Check version at [www.whatismybrowser.com](https://www.whatismybrowser.com)

Update browser from **Mac App Store**

## Further Troubleshooting

[england.nhs.attendanywhere.com/troubleshooting](https://www.england.nhs.uk/attendanywhere.com/troubleshooting)

Current service status:

[status.england.nhs.attendanywhere.com/](https://status.england.nhs.uk/attendanywhere.com/)