



If you can't hear others:

- there may be an issue with your speakers/headset:

- Check that your volume is set to a level you can hear
- Check that any external equipment is plugged in securely
- Check that any equipment requiring power is switched on
- Check your computer or device audio settings particularly if there is an echo



If you can't see others:

- there may be an issue with your camera:

- Check that any external equipment is plugged in securely
 - Check that any equipment requiring power is switched on
 - If you have other software using the camera, for example Skype, try rebooting your device
 - If there is a firewall on your device that is blocking video stream, speak to the person who looks after your firewall
 - Check that your web browser is using the correct camera and that you've allowed access to it:
- On Chrome you can click the camera icon in the call screen's address bar. First check access and then select camera
- On other browsers, access your privacy settings, find browser settings and then allow access for camera



If others can't hear you:

- there may be an issue with your microphone:

- Check that any external equipment is plugged in securely
 - Check your computer or device audio settings
 - If you have other software using the microphone, for example Skype, try rebooting your device
 - Check that your web browser is using the correct microphone and that you've allowed access to it:
- On Chrome you can click the camera icon in the call screen's address bar. First check access and then select microphone
- On other browsers, access your privacy settings, find browser settings and then allow access for microphone



If your video or sound is poor quality:

- there may be an issue with your internet connection:

- Check that your internet connection is ok by visiting www.speedtest.net and reviewing your connection speed
- Check that other people using your internet connection are not using lots of bandwidth, for example watching Netflix or YouTube
- Check that your modem and router are working properly
- Try to get as close as possible to the wireless network access point

Many call issues can be fixed by clicking

Refresh

Make sure you have the minimum spec for equipment:

- **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+)

Make sure you have the latest version of the relevant browser:



Chrome



Safari



Microsoft
Edge

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