Using Apple devices

Attend Anywhere | April 2020 |Version 1.0

Advice on using Apple devices with Attend Anywhere

This document provides advice regarding the use of Apple devices (iPhones, iPads) with Attend Anywhere and discusses the current known issues and limitations.

Thing to do before you start

Attend Anywhere strongly advise that all Apple devices use the latest available versions of iOS and iPad OS (currently 13.4.1 as of 14/04/20).

Ensure you have the minimum requirements for tablet or smartphone

To make a video call, the minimum requirements are:

- **iPhone**: iOS 12.4 or later

- **iPad**: iOS 12.4 or later / iPadOS 13 or later

Check you are using a compatible web browser

Attend Anywhere requires **Apple Safari version 12.4** or later when using Apple devices.

Why can't I use the Google Chrome app or the Microsoft Edge app on iOS?

Under-the-hood, Chrome and Edge apps on these devices use the Apple WebView version of the Safari browser. WebView does not support WebRTC, the in-browser video call technology that Attend Anywhere uses.

Ensure the browser can access the camera and/or microphone (iPhones & iPads)

The microphone and/or camera settings may have been set to prevent the browser or apps from accessing the microphone. This may have happened when a website or web app asked for access to your device's microphone, and you said 'no'.
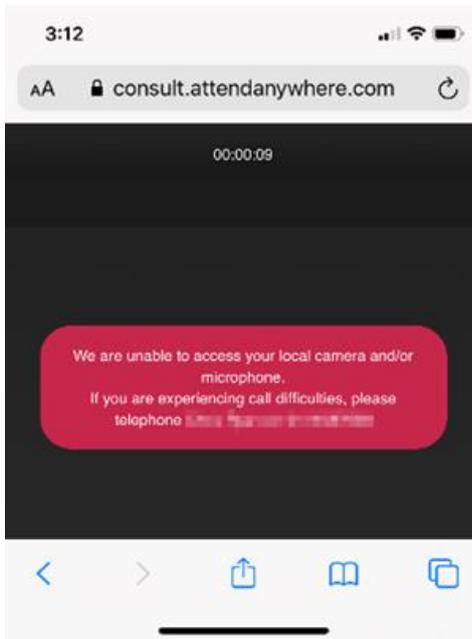
To re-enable microphone access, do the following:

1. Open the **Settings** app.

2. Swipe to the Safari entry and tap it.

3. In the **Safari** section, swipe down to the **Microphone** entry (located in the **Settings for websites** group) and tap it.

4. If Microphone access on all websites is set to **Deny**, tap either **Allow** or **Ask**.

   (As a general rule, it's a good idea to set this option to **Ask**, to prevent websites from unexpectedly accessing your microphone.)
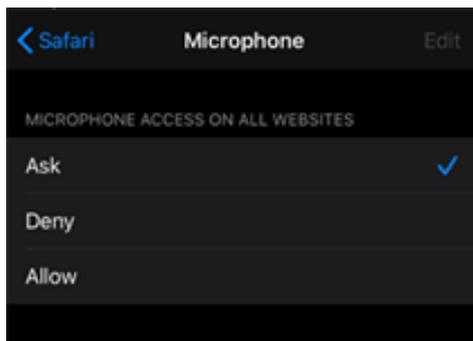
5. Close the **Settings** app.

You may need to refresh the call screen to regain audio.

To re-enable camera access, do the following:

6. Open the **Settings** app.

7. Swipe to the Safari entry, and tap it.

8. In the **Safari** section, swipe down to the **Camera** entry (located in the **Settings for websites** group) and tap it.

9. If Camera access on all websites is set to **Deny**, tap either **Allow** or **Ask**.

    (As a general rule, it's a good idea to set this option to **Ask**, to prevent websites from unexpectedly accessing your camera.)
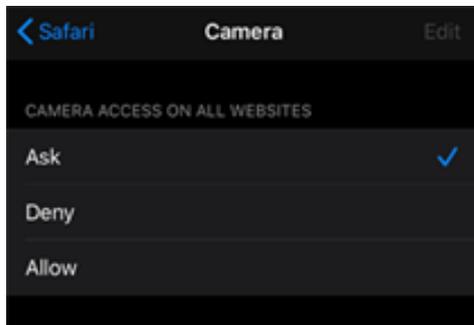
10. Close the **Settings** app.

    You may need to refresh the call screen to regain camera access.

Ensure cookies are not blocked

When a user has selected the **Block All Cookies** setting, cookies and other data cannot be stored on their device. This prevents Attend Anywhere from working properly and results in Attend Anywhere getting stuck on a white screen:

To re-enable cookies, do the following:

1. Open the Settings app.

2. Swipe to the Safari entry and tap it.

3. In the Safari section, swipe down to the Block All Cookies entry (located in the Privacy & Security group).

4. If the Block All Cookies setting is selected, then deselect it.
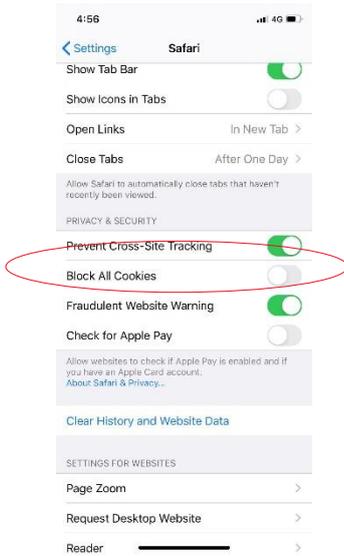
5. Close the **Settings** app.

You may need to refresh the call screen for these changes to take effect.

Known Issues/Limitations and workarounds

Missing audio in iPad to iPad call connections (iPads only)

Issue number	AA-7914

Recent changes to the way the iPadOS worked caused an issue where other iPad users may not have been able to hear you.

This has been resolved and the fix released to the Attend Anywhere platform this week (beginning April 13).

On entering a call, one participant cannot be heard (iPhones & iPads)

Issue number	AA-15608

Sometimes participants using the Safari browser on iOS cannot hear the other participant or vice versa. This typically affects older devices and versions of iOS.

Apple is addressing a known bug related to this, so a resolution in a near Apple update appears likely.

When this issue occurs, the following displays:
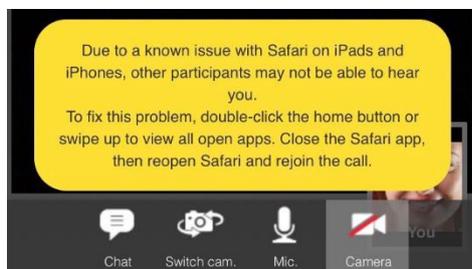
Workaround

The participant **not sending audio** can try refreshing the Call Screen.

If refreshing the Call Screen does not fix the issue:

1. Restart the Safari app by either:
   I.   Swiping up.
   II. Double-clicking the **Home** button to view all open apps, then closing the Safari app.
2. Re-join the call.

Lost audio when camera disabled (iPhones & iPads)

Issue number	AA-15724

There are two issues with the same root cause:

- Service Providers entering a Waiting Area with the Camera disabled cannot hear other participants

- Disabling the camera during a call, then refreshing the call, results in you not hearing other participants

Workaround for both scenarios

Enable the camera.

Navigating away from your current call (iPhones & iPads)

Issue number	AA-14567

During a two-way call between users on iOS devices, the following occurs if one participant switches from Safari to another app:

- The other participant's Call Screen displays a black tile for the person who switched apps

- The other participant can still hear the person who switched apps

- The person who switched apps cannot hear the other participant

- When the person who switched apps switches back to Safari, normal audio and video communication resumes.

Note: This occurs whether the participants navigates away from the Call Screen for a short or extended period of time.

Workaround

Avoid switching away from the Call Screen during a call. Be aware that the other participants may still be able to hear you, even though you can no longer hear them. This issue will be resolved in a future release.

Receiving an incoming call while in a video call (iPhones & iPads)

Issue number	AA-15113

This issue occurs whether the incoming call is a phone call or al call through the FaceTime app.

See [Navigating away from your current call (iPhones & iPads)](#).

In addition, on returning to the Attend Anywhere video call, other participants may not hear you due to the audio being used by the incoming call.

Workaround

- The participant **not sending audio** can try refreshing the Call Screen.

- Try to unmute your mic and enable your camera, then refresh the call.

    If refreshing the call does not fix the issue:

1. Restart the Safari app by either:

    I. Swiping up.

    II. Double-clicking the **Home** button to view all open apps, then closing the Safari app.

2. Re-join the call.

iPad auto-locks and disconnects the call (iPhones & iPads)

Issue number	VCM-7817

If both users disable the camera and mic in the call, the device may "auto-lock" depending on the user settings. Auto-locking of the screen occurs after a user determined amount of time when the device hasn't been touched.

In this scenario the caller using the iPhone will be disconnected from the call, while the other participant may remain in the call.

Workaround

Disable the **Auto Lock** feature (*Settings > Display & Brightness > Auto Lock*).

1. Restart the Safari app by either:

    I. Swiping up.

    II. Double-clicking the **Home** button to view all open apps, then closing the Safari app.

2. Re-join the call.

Summary of Known Issues (iPhones & iPads)

Issue number	Description
AA-15430	**Call Screen (iOS):** On an iPad using iOS 13.x, the 'Switch camera' option is not available on the Call Screen. This is because the iPad has similar behaviour to Safari on Mac OS. **Workaround:** Use the settings cog on the Call Screen to change the camera.
AA-15431	**Call Screen (iOS):** The 'Full screen' option is not available on the Call Screen when using iOS 13x. This is because, going forward, the iOS Safari will be in sync with Mac Safari for iPad. **Workaround:** None
AA-14726	**Call Screen (iOS):** The Call Screen's full-screen feature is not available on iPhones. Full-screen can be used on iPads.
AA-14567	**Call Screen (iOS):** During a two-way call between users on iOS devices, the following occurs if one participant switches from Safari to another app: • The other participant's Call Screen displays a black tile for the person who switched apps • The other participant can still hear the person who switched apps • The person who switched apps cannot hear the other participant • When the person who switched apps switches back to Safari, normal audio and video communication resumes. **Workaround:** Avoid switching away from the Call Screen during a call. Be aware that the other participants may still be able to hear you, even though you can no longer hear them. This issue will be resolved in a future release.
AA-15113	**Video calling:** Sometimes participants using the Safari browser on iOS (iPhones or iPads) cannot hear the remote party or vice-versa. A refresh sometimes fixes the issue. **Workaround:** If refreshing the call does not fix the issue, restart the Safari app by swiping up or double-clicking the home button to view all open apps and close the Safari app. Re-join the call.
VCM-5859	**Call Screen (iOS):** When a user on an iOS device mutes their microphone, and then switches camera during a call, the volume sometimes drops to a low level. **Workaround:** Turn up the volume.
VCM-5830	**Call Screen (iOS):** Earbuds with wired play/pause controls in use: when participant presses pause, video of remote users freezes on the Call Screen. Pressing play does not unpause the video. **Workaround:** The user with the earbuds refreshes the call.
AA-15370	**iOS devices (Airpods):** During a two-way call between a desktop user and an iOS user using Airpods, the desktop user cannot hear the iOS user. Workarounds: • Close the Safari browser and re-establish the call • Avoid using Airpods

VCM-5949	**Call Screen (iOS):** During a call, when the user pauses the camera, then mutes and unmutes the microphone, the iOS device's speaker stops playing call audio.
	Workaround: Refresh the call. This issue will be resolved in a future release.
VCM-5827	**Call Screen (iOS):** While in a call with another participant, switching to another browser tab and back again can puts the call audio and video out of sync. Video can be up to two seconds behind audio.
	Workaround: Refresh the call.

Further information

See the **Known Issues and Limitations** topic in your region for more detailed information on all known and tracked issues relating to the Attend Anywhere platform:

- **Australia**: https://consult.attendanywhere.com/release

- **UK**: https://consult.attendanywhere.co.uk/release

- **Scotland** https://nhs.attendanywhere.com/release

- **Wales**: https://wales.nhs.attendanywhere.com/release

- **England**: https://england.nhs.attendanywhere.com/release