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: *nhs.attendanywhere.com/camera*

📶 Poor video/audio quality?

Connection to Internet okay?
*Check speed and latency at **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: **nhs.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: **nhs.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**
Update browser from **chrome://help**
Download new at **www.google.com/chrome**

Latest Safari?

Check version at **www.whatismybrowser.com**
Update browser from **Mac App Store**

Further Troubleshooting

nhs.attendanywhere.com/troubleshooting

Current service status:
status.nhs.attendanywhere.com