Troubleshooting NHS Attend Anywhere video calls

Many call issues can be fixed by clicking

**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 or iPad** (iOS 11.4 or later)

**Latest Google Chrome?**
- Check version at [www.whatismybrowser.com](http://www.whatismybrowser.com)
- Update browser from chrome://help
- Download new at [www.google.com/chrome](http://www.google.com/chrome)

**Latest Safari?**
- Check version at [www.whatismybrowser.com](http://www.whatismybrowser.com)
- Update browser from Mac App Store

**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.

**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.

**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.

**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.

**Poor video/audio quality?**

**Connection to Internet okay?**
  Check speed and latency at [www.speedtest.net](http://www.speedtest.net)

**Others on the network using lots of bandwidth?**
  (Example: Watching Netflix or YouTube)

**Modem/router working properly?**
  [Wireless network] Get closer to access point.