Video Call troubleshooting reference

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 (OS X 10.5 or later)

Android-based smartphone or tablet (Android 4.3 or later)

iPhone or iPad with the Video Call app installed (iOS 9 or later)

More: **vccresources.com.au/requirements**

Latest Google Chrome?

Check version at **www.whatbrowser.org**
Update browser from **chrome://help**
Download new at **www.google.com/chrome**

Guides & further troubleshooting

vcc.healthdirect.org.au/makingcalls

🔊 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: **vccresources.com.au/speaker**

📷 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: **vccresources.com.au/camera**

🎤 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: **vccresources.com.au/mic**

📶 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: Watching Netflix or YouTube)

Modem/router working properly?
(Wireless network) Get closer to access point.