Attend Anywhere: Troubleshooting

Many call issues can be resolved by clicking

Refresh

Support contact

Device 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)

Details: nhs.attendanywhere.com/requirements

Latest web browser?



Check version at www.whatismybrowser.com

Google Chrome (Windows, Android, MacOS) Get Chrome from **www.google.com/chrome**

Apple Safari (MacOS) Update Safari from the Mac App Store

Guides & further troubleshooting nhs.attendanywhere.com/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: nhs.attendanywhere.com/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: nhs.attendanywhere.com/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: nhs.attendanywhere.com/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: other video calls in progress)

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

