

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 XP, 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

vccresources.com.au/chrome

vccresources.com.au/troubleshooting

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.