

Attend Anywhere: Troubleshooting

Many call issues can be resolved by clicking

Refresh

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.