

Video Call: 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 (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 10 or later)

More: vcc.healthdirect.org.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 vcc.healthdirect.org.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: vcc.healthdirect.org.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: vcc.healthdirect.org.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: other video calls in progress)

Modem/router working properly?

(Wireless network) Get closer to access point.

