

# 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** (iOS 11.4+) **or iPad** (iOS 11.4+, iPadOS 13+)

Details:

[nhs.attendanywhere.com/requirements](https://nhs.attendanywhere.com/requirements)

## Latest web browser?



Check version at [www.whatismybrowser.com](https://www.whatismybrowser.com)

**Google Chrome** (Windows, Android, MacOS)

Get Chrome from [www.google.com/chrome](https://www.google.com/chrome)

**Apple Safari** (MacOS)

Update Safari from the **Mac App Store**

## Further troubleshooting

[nhs.attendanywhere.com/troubleshoot](https://nhs.attendanywhere.com/troubleshoot)

## 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](https://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](https://nhs.attendanywhere.com/camera)

## View current service status

<https://status.nhs.attendanywhere.com/>

## 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](https://nhs.attendanywhere.com/mic)

## Poor video/audio quality?

Connection to Internet okay?

*Check speed and latency at [www.speedtest.net](https://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.*