

Troubleshooting Attend Anywhere video calls



Support contact

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:
[england.nhs.attendanywhere.com/camera](https://www.england.nhs.uk/attendanywhere.com/camera)

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.

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: [england.nhs.attendanywhere.com/mic](https://www.england.nhs.uk/attendanywhere.com/mic)

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:
[england.nhs.attendanywhere.com/speaker](https://www.england.nhs.uk/attendanywhere.com/speaker)

Many call issues can be fixed by clicking

Refresh

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+)

iPad (iOS 11.4+, iPadOS 13+)

Latest Google Chrome?



Check version at www.whatismybrowser.com
Update browser from <chrome://help>
Download new at www.google.com/chrome

Latest Safari?



Check version at www.whatismybrowser.com
Update browser from [Mac App Store](https://www.apple.com/uk/ios/mac/app-store)

Further Troubleshooting

[england.nhs.attendanywhere.com/troubleshooting](https://www.england.nhs.uk/attendanywhere.com/troubleshooting)

Current service status:
[status.england.nhs.attendanywhere.com/](https://status.england.nhs.uk/attendanywhere.com/)