Attend Anywhere: Troubleshooting

Many call issues can be resolved by reloading the web page.

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:
help.inductionhealthcare.com

Latest web browser?

Check version at **www.whatismybrowser.com**

Google Chrome (Windows, Android, macOS)
Get Chrome from **google.com/chrome**

Microsoft Edge (Windows)
Update Edge from the **microsoft.com/edge**

Apple Safari (macOS, iOS, iPadOS)
Update Safari from the **Apple App Store**

Guides & further troubleshooting

help.inductionhealthcare.com

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: **help.inductionhealthcare.com**

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 lfor help.

More: **help.inductionhealthcare.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: **help.inductionhealthcare.com**

Poor video/audio quality?

Internet:

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.