Video Call troubleshooting checklist
for support personnel and experienced providers

Using the latest version of Google Chrome?
(Video Call only works with the Chrome web browser)

Other browsers? Confirm that the participant is actually using Chrome to access Video Call. If another browser is their default, they may be using it without realising.

Check version at www.whatbrowser.org
Update browser from chrome://help
Download new at www.google.com/chrome

Remember: Many issues can be resolved by clicking Refresh

Someone can't hear 🎤

Microphone
(If external) Plugged in securely?
Recognised by their 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 at vccresources.com.au/mic

Speakers/headset
(If external) Plugged in securely?
Volume? (If powered) Switched on?
Recognised by their computer?
Check computer's audio settings.
Hearing an echo?
Check computer's audio settings.
More at vccresources.com.au/speaker

Someone 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 at vccresources.com.au/camera

Dropouts and delays 📡

Connection to Internet okay?
Others on your network using lots of bandwidth?
(Example: Watching Netflix or YouTube)
Modem/router working properly?
(Wireless network) Get closer to access point.