

# Troubleshooting Video Chats

## Check your Internet Connection:

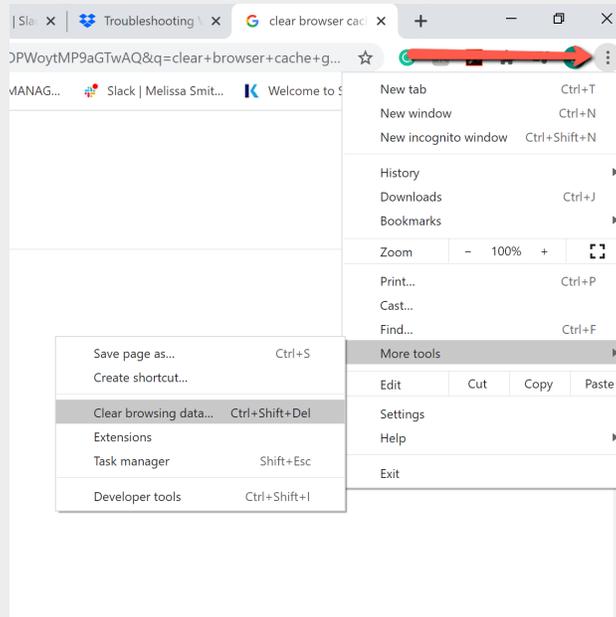
- ☒ Limit heavy internet usage while using the Video Chat.
- ☒ Limit streaming services (Netflix, Hulu, etc.) that may impact your WiFi bandwidth.
- ☒ Use a hardwire internet connection, if possible.
- ☒ Move closer to the WiFi router to strengthen connection.

## Additional Troubleshooting:

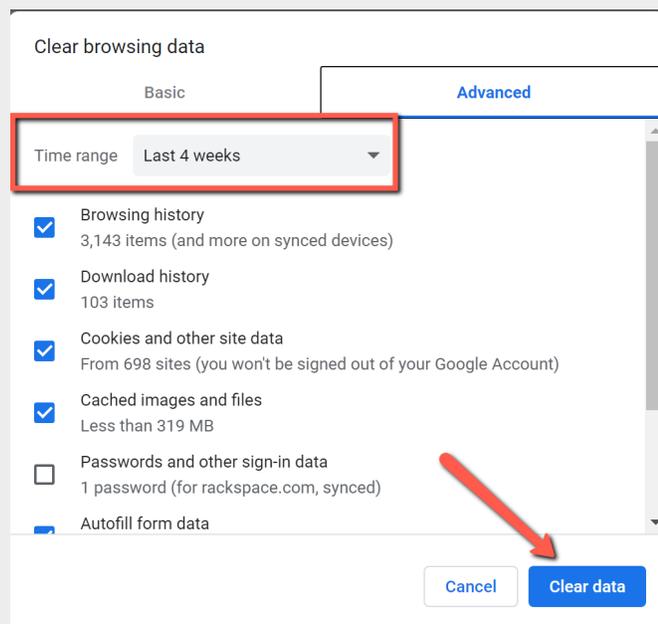
- Be sure to use the most updated version of Google Chrome.
- Restart your computer
- Disconnect from your Company VPN. If you are in a work office environment, try connecting to another WiFi network
- If using company laptop while at home and still does not work after turning off VPN, try a personal computer/laptop
- Clear your Web Browser History and Cache
- Allow Camera and Microphone permissions within your Browser.

## Clearing Cache on Google Chrome:

- Click on the Menu from the top right corner of the page and select “More Tools”

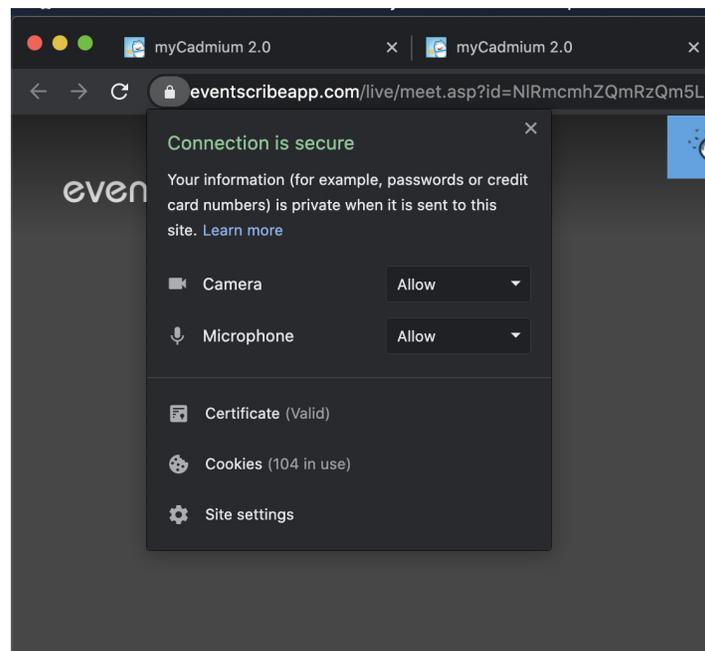


- In the popup window that appears, select the time period of cache browsing data that you would like to clear. Then, press the blue “Clear Data” button from the lower right corner of the popup.



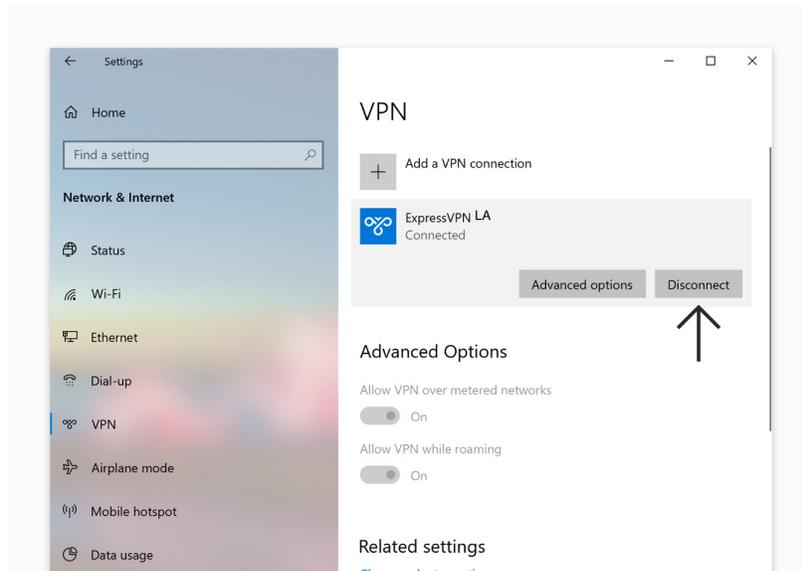
## Allow Microphone and Camera Permissions:

- Make sure you are using the most updated version of Google Chrome to access the Video Chat.
- Click the “Lock” icon beside the URL at the top of the page.
- Be sure both Microphone and Camera permissions are set to “Allow.”



## Disconnect from your VPN:

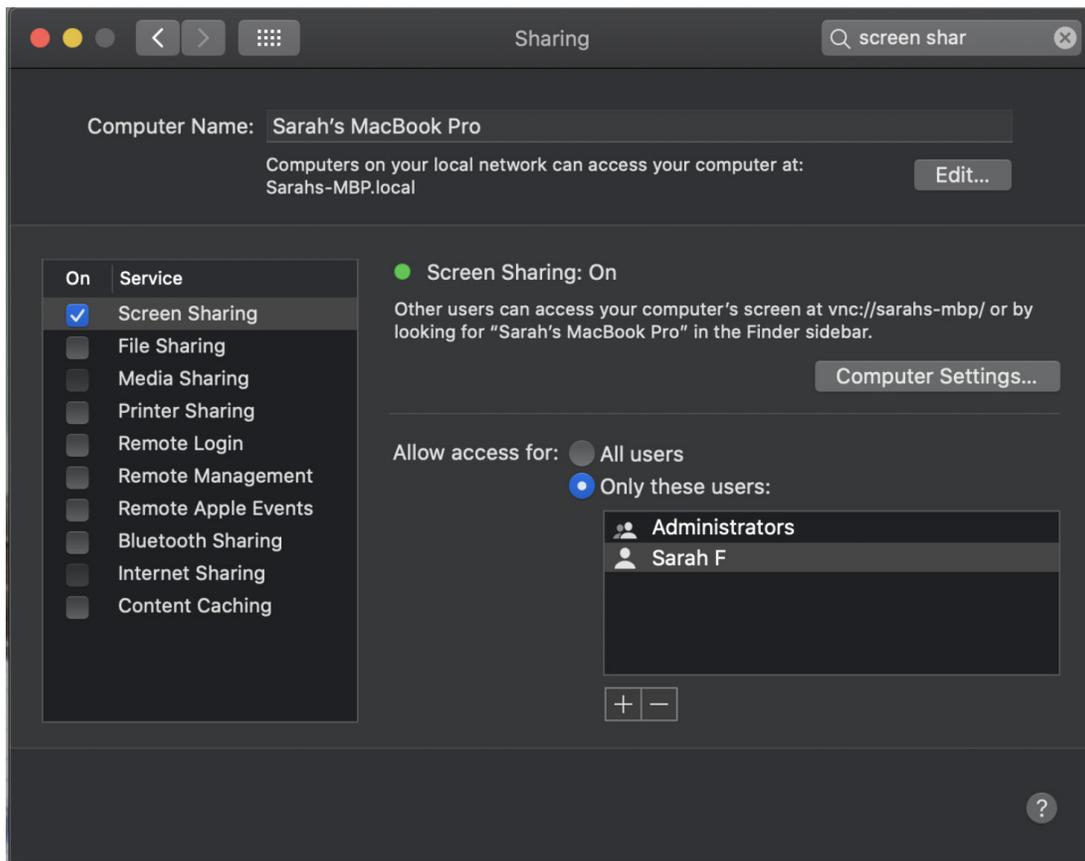
- Open your computer settings and search “VPN.” This should be located in the Network and Internet settings.
- Find the VPN and disconnect.



Still having trouble? Please contact us directly at 410-638-9239 and select the option for Technical Support.

## Enable Screen Share Settings on a Mac:

- Open your computer settings and navigate to Settings
- Click into the “Sharing” settings
- Click on “Screen Sharing”
- If the setting “Only these Users” is selected, be sure to add yourself as a user.



## Still Having Trouble?

- Try using the eventScribe Live Mobile App. With this app, you simply scan the QR code of the Video Chat you are trying to enter. It is available for both iOS and Android.



If you continue to have issues with Video Chats, please contact us directly at 410-638-9239 and select the option for Technical Support.