

Attend Anywhere: Troubleshooting Guide

Many call issues can be resolved by clicking

Refresh

Support contact

Please contact the booking number on your patient letter

Device 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:

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

Latest web browser?



Check version at www.whatismybrowser.com

Google Chrome (Windows, Android, MacOS)

Get Chrome from www.google.com/chrome

Apple Safari (MacOS)

Internet Explorer etc....

Guides & further troubleshooting

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

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://www.nhs.uk/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://www.nhs.uk/attendanywhere.com/camera)

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://www.nhs.uk/attendanywhere.com/mic)

Poor video/audio quality?

Connection to Internet okay?

Check speed and latency at

www.speedtest.net

5Mbps Download & 2Mbps Upload

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.