Attend Anywhere: Troubleshooting

Our Dorset
Your Local NHS and Councils Working Together

Many call issues can be resolved by clicking **Refresh**

Support contact

Please contact the number on your letter

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 (iOS 11.4+) **or iPad** (iOS 11.4+, iPadOS 13+)

Details: **nhs.attendanywhere.com/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)

Update Safari from the **Mac App Store**

Further troubleshooting

nhs.attendanywhere.com/callers

🔊 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**

📷 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**

🎤 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**

📶 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.

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