

Troubleshooting BlueEye Video Calls

Can't hear others?

- Ensure that the system is unmuted, and volume is at audible level
- If using an external speaker or headset, ensure it is plugged in properly
- Check with the speaker to ensure that they are not muted

Can't see others?

- Check with others and ensure that they have not stopped the video transmission from their end
- Try refreshing the page by clicking on refresh option given in the video

Poor video/ audio quality?

- Check and ensure that you have optimal internet speed using this link: www.speedtest.net/

Others can't hear you?

- Check microphone button on the call screen and ensure that you are not muted
- Check with others via chat or other alternatives to check their speaker volume

Others can't see you?

- Check camera button on the call screen and ensure that the video transmission is not stopped from your end
- Ask others to refresh their page by clicking on the refresh option

- Ensure that the internet is not being used by others for heavy usage (e.g. Netflix, YouTube, PlayStation)

Minimum specs?

Windows- Windows 7 or later
Apple- MacOS 10.12 or later

Latest Google Chrome?

Download/ update latest version:
www.google.com/chrome
Camera/ Microphone help:
<https://tinyurl.com/txba53s>

Latest Safari?

Download latest version- App store
To change Camera/ microphone access options, follow below path in safari:
[Safari preferences->Website->Camera & microphone tabs->Allow](#)

Remember: Many problems with audio/ video can be resolved by clicking the **Refresh** button in the video