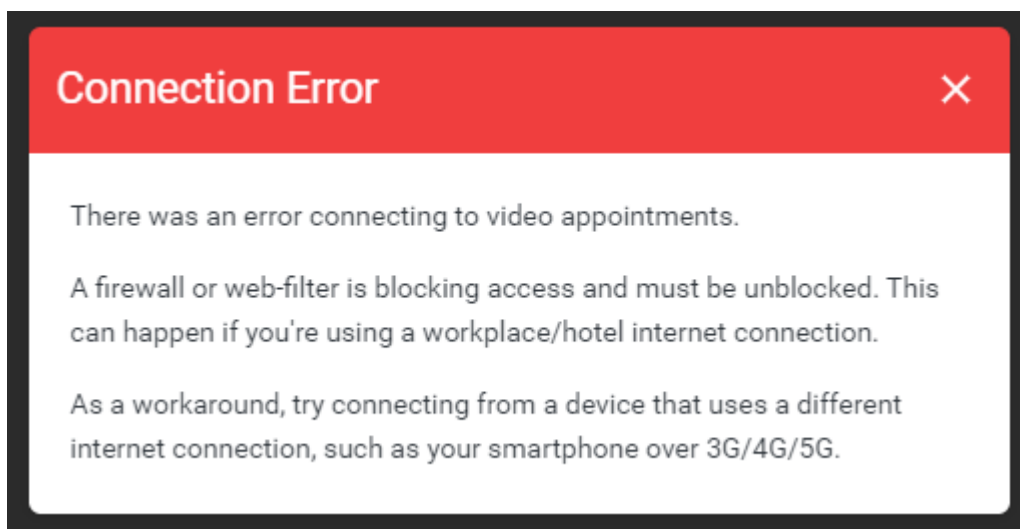


Video Appointments: Troubleshooting Issues

Follow the steps in this guide if you're having trouble joining a video call. Usually all it takes is selecting the *Allow* option when your web browser prompts for access to the camera and microphone.

Check your firewall is allowing the connection

If you see the following message, a firewall or web-filter is blocking access to Video Appointments:



Check you're using a compatible web browser

The following web browsers are supported for making video calls:

- **iPhone/iPad:** Safari
- **Android:** Chrome or Firefox
- **Windows:** Chrome, Firefox, or Edge ([latest version](#) only)
- **Mac:** Safari, Chrome, or Firefox

Device/browser specific troubleshooting

Apple Devices on iOS 14.2

Issue: stuttering audio at the start of the video call

There is a known issue affecting Apple devices running iOS 14.2 which causes stuttering audio when joining video calls. The audio may stabilize itself after some time. As this affects connecting to *any* video call in the Safari browser, it is not specific to SchoolCloud Parents Evening, nor within our ability to deal with.

Apple have fixed the issue in the latest iOS 14.3 Beta 3 release see: https://bugs.webkit.org/show_bug.cgi?id=218762 for more details) but in the meantime the workaround for anyone affected by this is to use a different device that does not run iOS 14.2.

Edge (Chromium)

Issue: unable to hear audio from the other party

Assuming you can hear audio from the other party when using a different browser such as Chrome or Firefox, this happens when the *Media Autoplay* setting in Edge blocks or limits audio from playing.

Check Group Policy to ensure *AutoplayAllowed* is set to *Not Configured* or *Enabled*. Setting this to *Disabled* would cause this issue to occur.

Check your camera and/or microphone is working

We recommend using a smartphone as all have a microphone, while most have a front-facing camera.

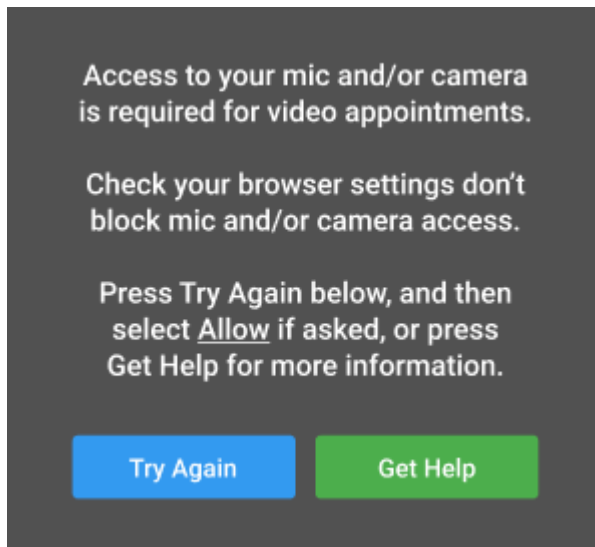
Once you've booked appointments, you'll see the Join Video Call button appear when logging in. Clicking on the button will open a page to test your camera/microphone/speakers.

Remember to close any applications that are using the Camera, as it can only be used by one application at a time.

Check your web browser has access to the camera and/or microphone

When accessing video calls for the first time, your web browser should ask you if you wish to allow access to the camera and microphone.

If your camera and/or microphone is not detected, you'll see a message similar to this:



Please follow the suggestions below and then press *Try Again*.

Steps to try:

1. Try refreshing the page to see if the web browser prompts you for access to the camera and microphone.
If you're prompted for access, choose *Allow*.
Otherwise, continue to step 2.
2. Check if your web browser is blocking access to the camera and microphone and if so, unblock access.
The steps depend on which web browser you're using:
 - a. **iPhone/iPad**
Safari - open *Settings* from the *Home* screen, then choose *Safari*, and scroll to the *Camera & Microphone Access* option.

b. **Android**

Chrome - [click here](#) to view guide

Firefox - [click here](#) to view guide

c. **Windows**

Chrome - [click here](#) to view guide

Firefox - [click here](#) to view guide

Edge (latest version) - press the *three dots* in the upper right and choose *Settings*, press *Site permissions* on the left, followed by *Camera* and *Microphone* on the right. Ensure camera and microphone access isn't blocked for this website.

d. **Mac**

Safari - [click here](#) to view guide

Chrome - [click here](#) to view guide

Firefox - [click here](#) to view guide