

Video Call Quality Trouble Shooting

If you have a weak connection and your call keeps breaking up, you can try one of the following to improve the call:

- Lower the screen resolution – Go to the bottom right of your video window, click gear icon → video settings → resolution → default
- Decrease the frame rate – Go to the bottom right of your video window, click gear icon → video settings → frame rate adaptive
- Completely mute your video – Go to the bottom left of your video window, click the video camera icon
- Use a wired instead of a wireless network (plug your computer into your modem).

If the other person can't hear you:

1. Make sure you are not running other video conferencing software on your PC, e.g. Skype. If you are, please make sure you quit those programs, and then restart your video program. (You can restart by going to your system task tray at the bottom right of your desktop, find the video program icon. Right click on it and select "Quit." then go to your program files and start the video program again.)
2. Upon restarting your video program, go to your address book, under Settings "Audio and Camera setup" make sure you have selected the right microphone and speaker device. Use the test sound buttons to verify if they are selected correctly.

Troubleshooting Audio - Echo

Echo is caused by a user's microphone capturing the audio being output by the speaker. Here are a few things you can do to troubleshoot echo:

1. Toggle between AEC (Audio Echo Cancellation) and AECm in the "Audio and Camera Setup." On PC, go to your local video window, click gear icon Audio and Camera Setup. On Mac, select Audio Setup from the menu. Click on the "Advanced" link under Microphone.
2. If you are hearing an echo of your voice, it means that the OTHER user's microphone is causing the echo. Ask the call participant to turn down their speaker volume, or use headphones instead of speakers (this completely eliminates the possibility of echo). Turning the speaker all the way up also causes clipping.
3. If you are using the webcam mic, we suggest using the built-in mic and speaker. Sometimes when the microphone and speaker are two different devices - there's clock drift - which would cause echo.