

Troubleshooting Video Chats

Check your Internet Connection:

Limit heavy internet usage while using the Video Chat.

Limit streaming services (Netflix, Hulu, etc.) that may impact your WiFi bandwidth.

Use a hardwire internet connection, if possible.

Move closer to the WiFi router to strengthen connection.

Additional Troubleshooting:

- Be sure to use either Google Chrome or Mozilla Firefox
- Disconnect from your Company VPN. If you are in the office, try connecting to another WiFi network.
- Clear your Web Browser History and Cache
- Allow Camera and Microphone permissions within your Browser.

Still having trouble? Please contact us directly at 410-638-9239 and select the option for Technical Support.