



COURTCALL VIDEO: TROUBLESHOOTING

1. Confirm you are using a compatible browser for your device:
 - Chrome / Firefox / Opera: Version 60+
 - Edge: Version 80+
 - Safari (desktop/laptop): 12.1 +
 - iOS (iPhones* & iPads*): 12 +
on these devices, Safari **must be used as the browser*
 - Android: 5+
 - IE: *Not compatible*
2. Confirm your camera is not open or active in any other program.
3. If you are using a USB camera or microphone, unplug the device and plug it back in securely.
4. Clear your camera and microphone permissions in your browser:
 - a. Chrome:
 - i. Menu (☰ icon in upper right corner)
 - ii. Settings
 - iii. Site Settings
 - iv. Camera (Remove anything related to CourtCall from the Allow list)
 - v. Back arrow
 - vi. Microphone (Remove anything related to CourtCall from the Allow list)
 - vii. Close Settings and retry diagnostic, video link, or self-test.
 - b. Safari (for iPads/iPhones):
 - i. Menu (AA icon)
 - ii. Website settings
 - iii. Camera>Ask
 - iv. Microphone>Ask
 - v. Close Settings and retry diagnostic, video link, or self-test.
 - c. Firefox:
 - i. Menu (☰ icon in upper right corner)
 - ii. Options
 - iii. Privacy & Security
 - iv. Scroll down to Permissions
 - v. Camera > Settings (Remove anything related to CourtCall from the Allow list)
 - vi. Save Changes
 - vii. Microphone > Settings (Remove anything related to CourtCall from the Allow list)
 - viii. Save Changes
 - ix. Close Options and retry diagnostic, video link, or self-test.
 - d. Edge:
 - i. Menu (⋮ icon in upper right corner)
 - ii. Settings
 - iii. Advanced (⚙ icon)
 - iv. Website permissions > Manage permissions
 - v. Click any CourtCall website and clear permissions for camera and microphone
 - vi. Close Settings and retry diagnostic, video link, or self-test.
5. Run the following diagnostic: test.courtcall.com

Please note: if your network has a restrictive firewall, you will need to provide your network administrator with CourtCall's networking document