



# COURTCALL: Troubleshooting

1. Confirm you are using a compatible browser for your device:

- Chrome / Firefox / Opera: Version 60+
- Edge: Version 80+
- iOS and MacOS (iPhones & iPads) 12.1+
- Safari (Desktop/Laptop Only): 12.1+
- Android: 5+

*Please Note: IE Browser is not compatible. The screensharing feature is not compatible for sharing screen using iOS and MacOS (iPhones & iPads) at this time, but will allow the viewing of other's screenshare.*

2. Confirm your camera is not open or active in another 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:

- Chrome:
  - i. Menu ( ☰ icon in upper right corner)
  - ii. Settings
  - iii. Click on 'Security and Privacy', then 'Site Settings'.
  - iv. Scroll to Permissions and choose 'Camera'.
  - v. Camera > Should be set to 'Site can ask to use your camera'. Remove anything related to CourtCall from the Allow list.
  - vi. Back Arrow
  - vii. Microphone > Should be set to 'Site can ask to use your microphone'. Remove anything related to CourtCall from the Allow list.
  - viii. Close 'Settings' and retry diagnostic tool, video link, or self-test.
- Safari (for iPads/iPhones):
  - i. Menu ( ⌘A icon)
  - ii. Website Settings
  - iii. Camera > Ask
  - iv. Microphone > Ask
  - v. Close 'Settings' and retry video link or self-test.
- Firefox:
  - i. Menu ( ☰ icon in upper right corner)
  - ii. Settings
  - iii. Privacy & Security
  - iv. Scroll down to Permissions.
  - v. Camera > Settings (Verify box 'Block new requests asking to access your camera' is not checked. Remove anything related to CourtCall from the Allow list.)
  - vi. Save Changes
  - vii. Microphone > Settings (Verify box 'Block new requests asking to access your microphone' is not checked. Remove anything related to CourtCall from the Allow list.)
  - viii. Save Changes
  - ix. Close 'Options' and retry video link or self-test.



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- Edge:
  - i. Menu (☰ icon in upper right corner)
  - ii. Settings
  - iii. Cookies and site permissions
  - iv. All Permissions
  - v. Camera >Should be set to 'Ask before accessing'. Remove anything related to CourtCall from the Allow list.
  - vi. Microphone >Should be set to 'Ask before accessing'. Remove anything related to CourtCall from the Allow list.
  - vii. Close Settings and retry video link or self-test.
- 5. Run the following diagnostic: <https://video.courtcall.com/test>

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

**CourtCall**<sup>®</sup>  
Remote Appearances. Simplified.