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 (ᴬA 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.

COURTCALL: Troubleshooting

- 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.