

MIC-CAM TROUBLESHOOTING TIPS

1 Do a Hard Refresh on your browser



CTRL + SHIFT + R



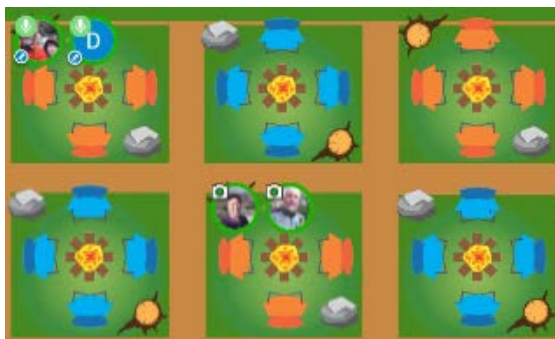
CMD + SHIFT + R

2



Complete the geartest to detect any issues with Operating System, Browser, Internet Connection, and Firewall, as well as to test Mic and Cam

3



Move to another table and back again
(Just double click to move)

4

Review the Camera and Microphone Settings of your Device and Browser

Click the images below depending on your **device** and **browser**



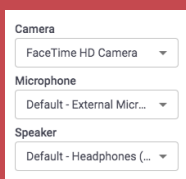
5

Review Remo Camera and Microphone Settings

Click the menu button (three parallel horizontal lines) in the upper left corner of the screen



Select a different Microphone and Camera source

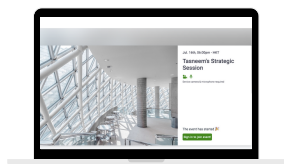


6

Use **Incognito**, **Private** or **Guest** Mode



8



Log Out and Log Back in

9



Restart the Computer

7



Switch Browsers & Devices
(Avoid Work Laptops)