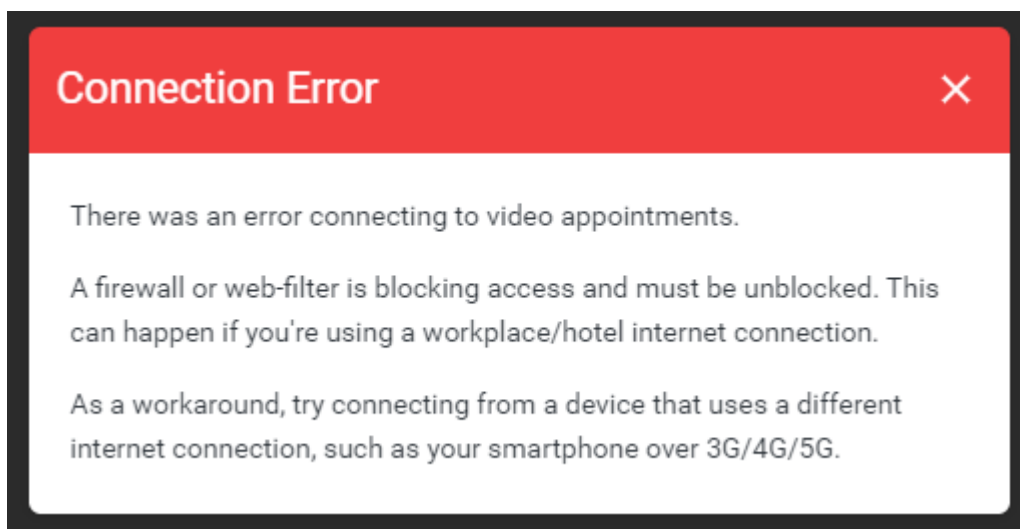# Video Appointments: Troubleshooting Issues

Follow the steps in this guide if you're having trouble joining a video call. Usually all it takes is selecting the *Allow* option when your web browser prompts for access to the camera and microphone.

Check your school firewall is allowing the connection

If you see the following message, a firewall or web-filter is blocking access to Video Appointments:

This can only be resolved by having the IT team follow this guide: [Video Appointments: Network Requirements for Firewalls and Web-Filters](#)

If you cannot wait for the IT team to allow the connection, try accessing the system using a different internet connection such as a smartphone over 4G.

Check you're using a compatible web browser

The following web browsers are supported for making video calls:

- **iPhone/iPad:** Safari

- **Android:** Chrome or Firefox

- **Windows:** Chrome, Firefox, or Edge ([latest version](#) only)

- **Mac:** Safari, Chrome, or Firefox

Check your camera and/or microphone is working

We recommend using a smartphone as all have a microphone, while most have a front-facing camera.
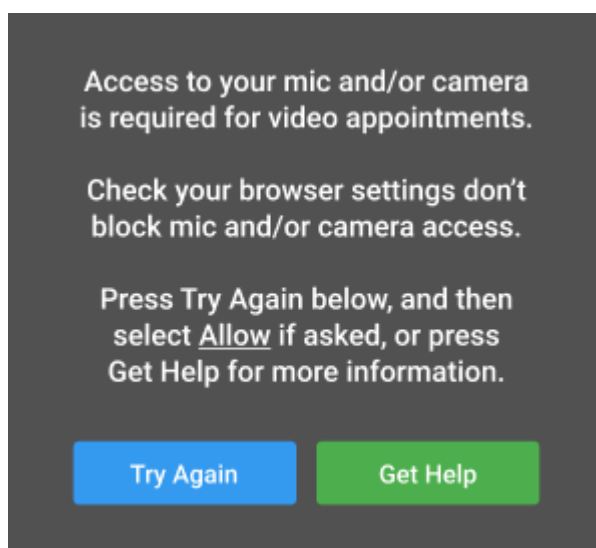
Once you've booked appointments, you'll see the Join Video Call button appear when logging in. Clicking on the button will open a page to test your camera/microphone/speakers.
Remember to close any applications that are using the Camera, as it can only be used by one application at a time.

Check your web browser has access to the camera and/or microphone

When accessing video calls for the first time, your web browser should ask you if you wish to allow access to the camera and microphone.

If your camera and/or microphone is not detected, you'll see a message similar to this:

Please follow the suggestions below and then press *Try Again*.

Steps to try:

1. Try refreshing the page to see if the web browser prompts you for access to the camera and microphone.

If you're prompted for access, choose *Allow*.

Otherwise, continue to step 2.

2. Check if your web browser is blocking access to the camera and microphone and if so, unblock access.

   The steps depend on which web browser you're using:

   a. **iPhone/iPad**

      Safari - open *Settings* from the *Home* screen, then choose *Safari*, and scroll to the *Camera & Microphone Access* option.

   b. **Android**

      Chrome - [click here](#) to view guide

      Firefox - [click here](#) to view guide

   c. **Windows**

      Chrome - [click here](#) to view guide

      Firefox - [click here](#) to view guide

      Edge (latest version) - press the *three dots* in the upper right and choose *Settings*, press *Site permissions* on the left, followed by *Camera* and *Microphone* on the right. Ensure camera and microphone access isn't blocked for this website.

   d. **Mac**

      Safari - [click here](#) to view guide

      Chrome - [click here](#) to view guide

      Firefox - [click here](#) to view guide

Device/browser specific troubleshooting

Apple Devices on iOS 14.2

Issue: stuttering audio at the start of the video call

There was a known issue affecting Apple devices running iOS 14.2 which caused stuttering audio when joining video calls. The audio would then often stabilize itself after some time. As this affected connecting to *any* video call in the Safari browser, it was not specific to SchoolCloud Parents Evening, nor within our ability to deal with. Apple fixed this issue with the release of **iOS 14.3** and **iPadOS 14.3** to the public on 15th December, which included an update of Safari to version 14.0.2. Anyone still seeing this issue should make sure they have applied the updates.

Edge (Chromium)

Issue: unable to hear audio from the other party

Assuming you can hear audio from the other party when using a different browser such as Chrome or Firefox, this happens when the *Media Autoplay* setting in Edge blocks or limits audio from playing.

Check Group Policy to ensure *AutoplayAllowed* is set to *Not Configured* or *Enabled*. Setting this to *Disabled* would cause this issue to occur.