MIC-CAM TROUBLESHOOTING TIPS

1 Do a Hard Refresh on your browser
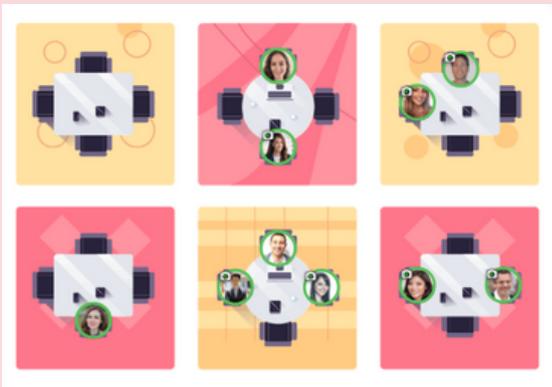
CTRL + SHIFT + R

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)

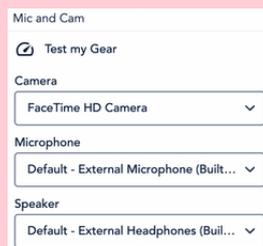**4** Review the Camera and Microphone Settings of your Device and Browser

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

5 Review Remo Camera and Microphone Settings

- Click your profile image in the upper right corner of your screen

TM
remo

- Select a different Microphone and Camera source

Mic and Cam

Test my Gear

Camera
FaceTime HD Camera

Microphone
Default - External Microphone (Built...

Speaker
Default - External Headphones (Buil...

6 Use **Incognito**, **Private** or **Guest** Mode
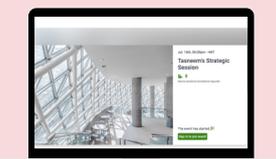
7

Switch Browsers & Devices
(Avoid Work Laptops)

8

Log Out and Log Back in

9 Restart the Computer