

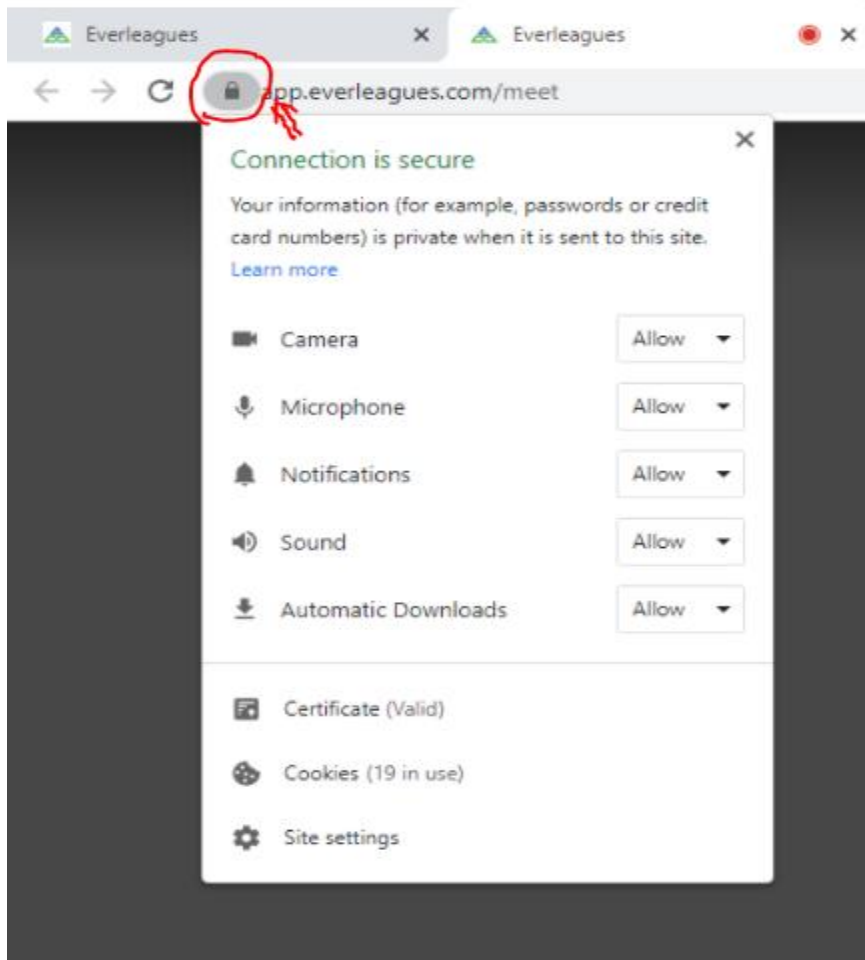
# EL Video Conference Troubleshooting (For Google **Chrome** or MS **Edge** Browser)

- A. [Camera is not Work](#)
- B. [Cannot hear sound](#)
- C. [Echo](#)

## A. Camera is not available or failed to access

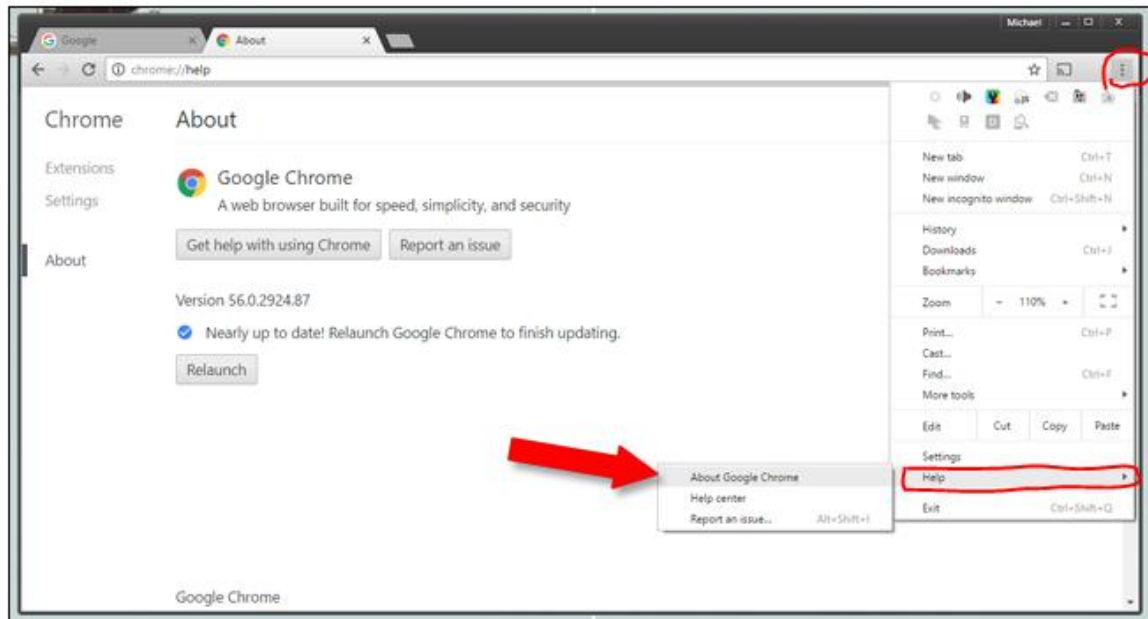
### 1. Check permission.

Click the “lock” icon on the URL bar, change to “Allow” if not yet.



## 2. Check if the browser version is up to date.

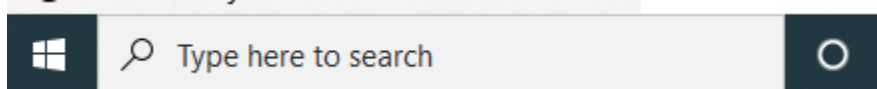
Click the three dots icon on the top right → click **Help** → click **About Google Chrome**

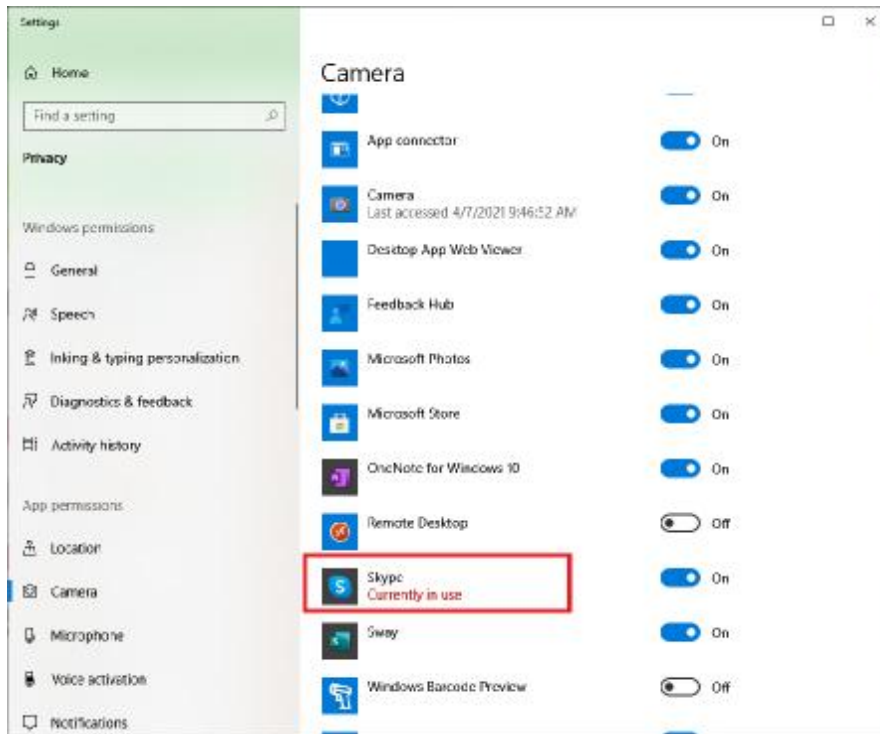


## 3. Check if camera is being used by another app.

If you use Zoom, Skype or other apps, please exit those apps to free the camera in use.

To find out which app using camera, search "privacy settings", click to open the setting screen, then click "Camera".



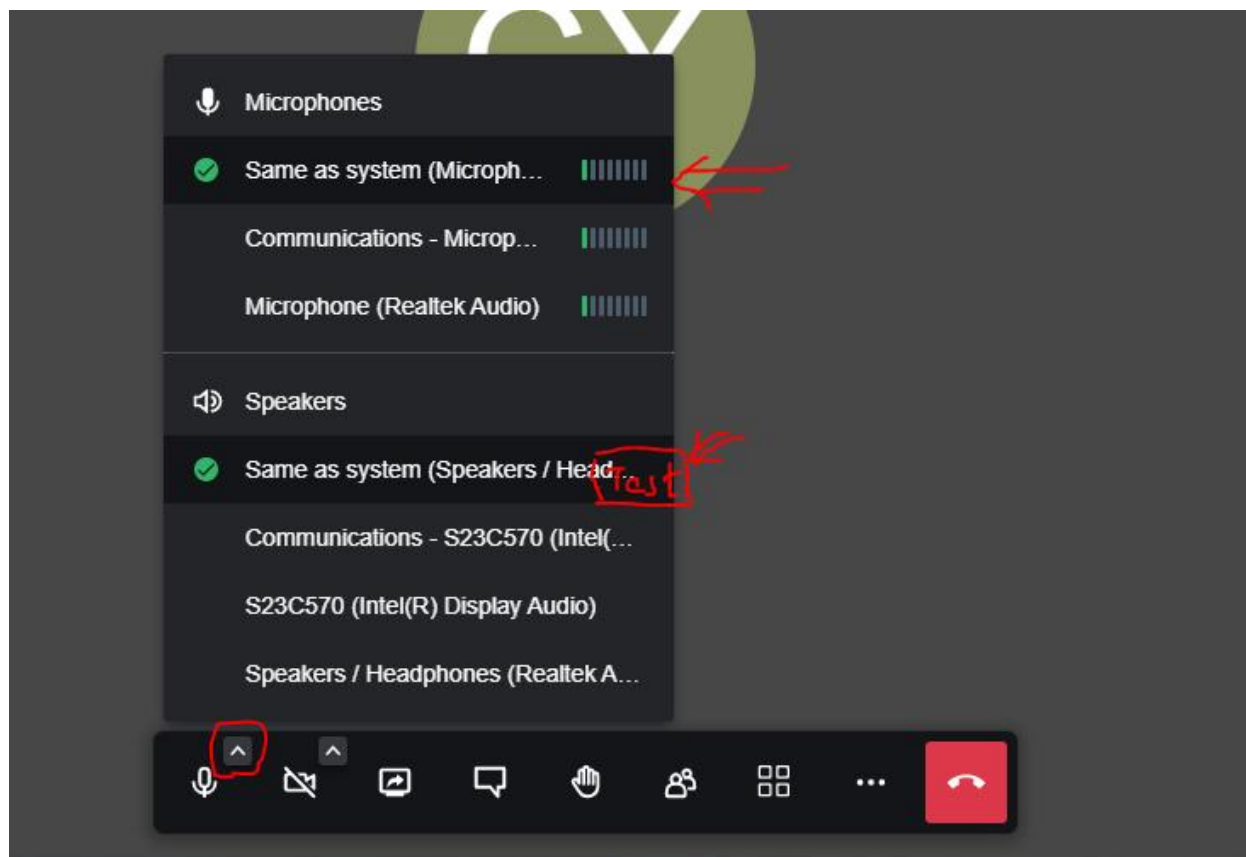


If the issue persists, please follow [“Camera doesn’t work in Windows 10”](#) for further trouble-shooting and resolutions or contact [support@everleagues.com](mailto:support@everleagues.com) for help.

## B. Cannot hear sound

If you cannot hear the sound, it could be 2 possible reasons: 1. Your Speaker; 2. Other party's microphone is not function.

### 1. Check Your Speaker/Microphone



Click the upper triangle icon to open microphones and Speakers list. Hover mouse to the Speaker selected, click "Test" icon, if you hear back the test sound, the Speak selected is function well. If not, choose another speaker to test.

Speak into microphone to see if the sound bar moves, if not, it means the microphone is not connected.

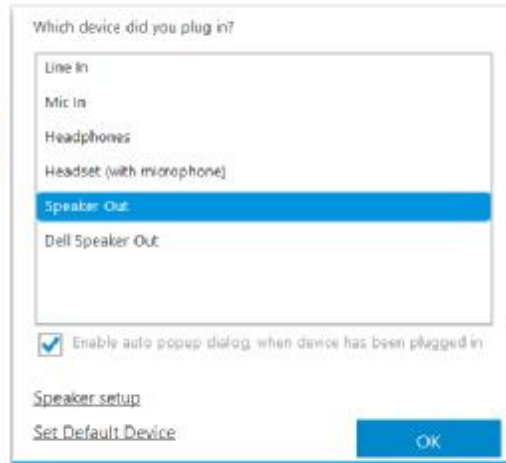
### 2. Ask your meeting partners whose sound cannot be heard to check microphone as shown above.

If any meeting participants using external speaker (without microphone), ensure the device selection is correct. **User may un-plug the devise and re-plug in**, choose "Speaker Out" if the Speaker has no microphone.

Restore Defaults

Setting

**Jack Information**



## C. Echo/noisy sound

1. Check if the same meeting room opened more than once on the same device. You may see your avatar appears multiple times on the meeting room. Close the duplicated entries, the echo will disappear.
2. Check if the devices you used to join the meeting is too close. If you need to be close with other participants, one of you must kept muted.