

Troubleshooting Tips

#1 Hard Refresh



CTRL + SHIFT + R



CMD + SHIFT + R

#2 Gear Test

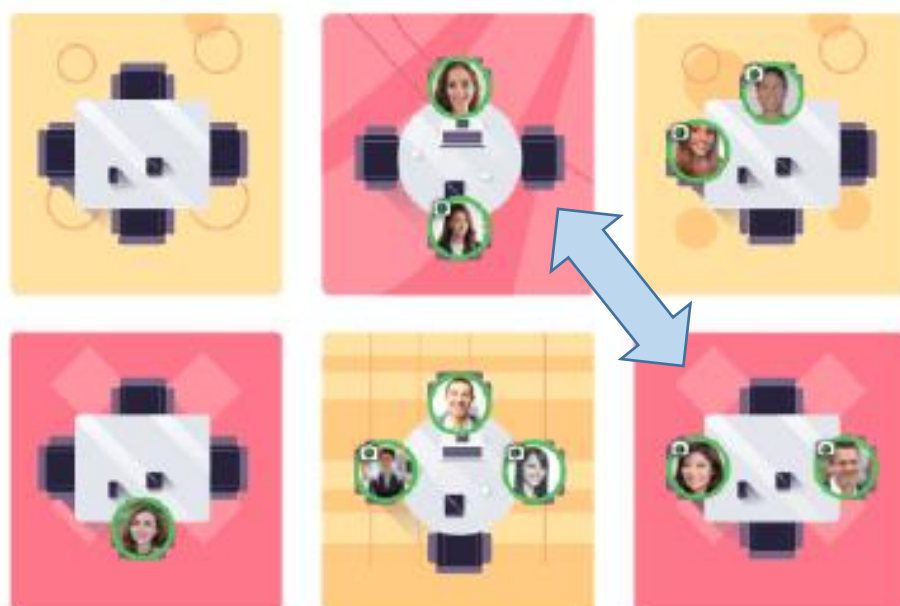


<https://geartest.remo.co/>

Detect issues with:

- **Operating system**
 - **Browser**
 - **Internet connection**
 - **Firewall**
 - **Microphone test**
 - **Camera test**
-

#3 Move to another table and back again



Double click on a chair to move to another table

Troubleshooting Tips Continued

#4 Review device's camera and browser settings

Click the image below depending on device and browser



[Windows camera or microphone](#)



[MAC camera or microphone](#)



[Chrome access to camera or microphone](#)



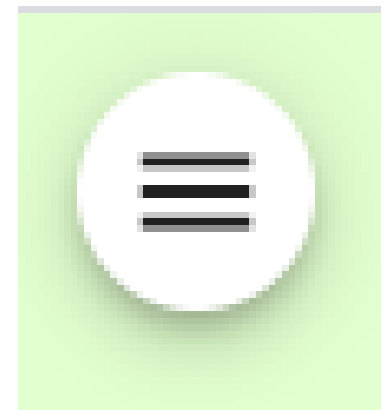
[Firefox access to camera or microphone](#)



[Safari access to camera or microphone](#)

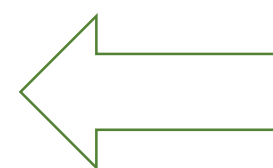
#5 Review Remo's camera and mic settings

- Click the menu button (3 parallel horizontal lines) in the upper left corner of your screen

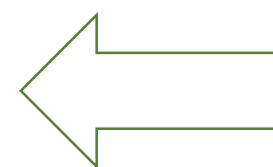


- Select a different microphone and camera source from the drop down menu

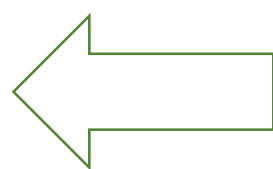
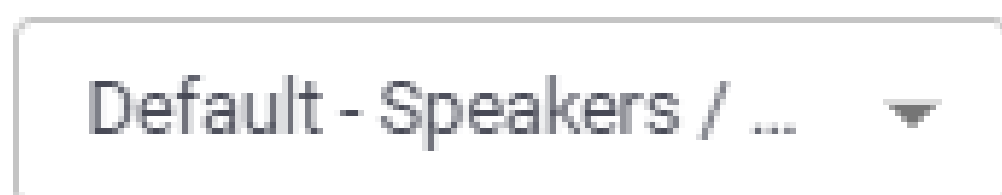
Camera



Microphone



Speaker



Troubleshooting Tips Continued

#6 Use Incognito, Private or Guest mode



#7 Switch browsers and devices (avoid work laptops)

#8 Log out and log back in

#9 Restart the computer

