



@videstaiTM TECHNOLOGIES



AvidViewsTM

INSTRUCTIONS & TROUBLESHOOTING



Joining via Web Browsers

1. AvidViews supports and recommends the latest versions of **Google Chrome, Firefox, Microsoft Edge and Safari** browsers. To join a call from a laptop or a desktop, one can use any of these web browsers.
2. If you have a different browser (other than stated above) as your default browser, we suggest that instead of clicking on the link from the received source (via email/Skype or WhatsApp etc.,) copy the joining link and paste it into any of the supported browser URL bars and click “enter” to access the link.
3. AvidViews do not support mobile web browsers. You can use the AvidViews app to join the call. Download the app from the play store for [Android](#) or the app store for [iOS](#).
4. As soon as you access AvidViews “Join call” link from the web browser, AvidViews will ask for camera and microphone permission from the browser. You have to click “allow” to proceed with the call.
5. It is always recommended that users allow their camera and microphone permissions to join a call. After enabling the browser permission, you can always disable the camera or microphone manually from the options given in the waiting room and in-call screen of the AvidViews call session.
6. In case you denied camera and microphone permissions, you can enable it from the browser bar lock icon beside URL > Audio/Video permission > select enable/allow and refresh the page. Note that this setting may be available in different places for different browsers so the above instruction may not exactly match your browser settings availability.
7. If you have enabled VPN services for your internet connections upon accessing the link, in some cases, you may face delays or issues while loading the call page due to the VPN restrictions. In such cases, we suggest you try & refresh the page or switch off the VPN services and try again.



8. If you have any firewall restrictions for third-party audio/video services either through the company side where you are working or personal settings from your device, you may face issues in accessing the link as browsers and firewall may not allow sharing the camera or mic of your device. In such cases, we suggest you contact your company IT team to allow AvidViews services or change your firewall settings to allow AvidViews to function from your device.
9. You can use the [Test your device](#) option given in the waiting room > Menu > Instructions before joining the call to test your device for camera/microphone/speaker and internet connection.
10. If you are facing any issue during the call, you can click on reconnect option given in the menu items to reconnect to the call.
11. If the issue still persists, try disconnecting from the call > close the browser tab/or browser and join the call freshly by using the link again.



Joining via AidViews app (Android & iOS)

1. All the participants, clients, and translators can join a call through the AidViews app from mobile devices. See our app links here to download: [Android & iOS](#).
2. Moderators are not allowed to join via the AidViews app. They are allowed to join only via a web browser. This is to make sure that the host of the call has better control and greater visibility of all the users in the call.
3. If you do not have the app installed on your phone, you can click on the link shared with you which will prompt you to open the link in a web browser of your mobile device.
4. On the web browser, upon clicking the link, a page will open with the app store and play store links to download the app or alternatively, you can directly go to the app store/play store and search for “AidViews” and download the app.
5. After downloading the app, if you click on the shared “join” link, the device will ask/prompt you to open the link either in the “AidViews” app or web browser.
6. You have to click/select “AidViews” to open the app and join the call.
7. When you are accessing the AidViews mobile app for the first time, it will ask for certain permissions such as camera, microphone, storage etc. You have to click “allow” to all the permissions to proceed.
8. If you had denied any permission earlier, you can enable the permissions again from phone settings > app permissions. However, we recommend users allow permissions the first time the app asks because Android/iOS settings may vary between types of devices, so these instructions may not exactly match your device.



9. If you are facing issues while joining the call, you can first test your device using the [Test your device](#) link given in the app to check for internet connection and other access.
10. If you are facing issues during the call, you can click on the reconnect icon given at the top right corner of the app to reconnect to the call.
11. If the issue still persists, try disconnecting from the call > clear the app from the recent apps tray and join from the link again.



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For Business Success

Read People. Lead Brands.

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