

Tips for getting video calls to work

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If you are having problems getting video calls to work, check the following:

- **Is VPW is set up correctly?** Verify that **Browser (Secondary Softphone)** is selected as your audio device in your [VPW Avatar settings](#).
- **Are you using the correct browser?** You must use **Chrome** as your browser when using the VPW softphone to make and receive video calls.
- **Is popup blocking disabled?** Disable [popup blocking](#) for the vertical.vappcenter.com domain.
- **Are your computer, camera, microphone, and speakers working?** Verify that your computer is equipped with microphone, speakers, and camera, and that they are all working as expected. **Important!** Make sure your camera is activated/enabled in Windows Settings – some laptops may have the camera disabled for security purposes by default.

If you are experiencing network issues

Your support representative can work with you to determine if a network issue is causing your problems with video calls.

- Although VPW does not *require* a VPN connection, there may be some network situations (for example if you are working remotely) where VPN *might* help.
- A firewall or other anti-virus mechanism could prevent your remote computer from doing certain types of communication, including VPW.