Video Calls - Check Your Setup First

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Before you start making video calls, verify the following:

Check your computer, camera, microphone, and speakers

Verify that your computer is equipped with the following devices and make sure that they are working as expected:

- **Working microphone and speakers** to use VPW to make and receive audio phone calls using the built-in audio softphone.
- **Working camera** to use VPW to make and receive video calls using the built-in video softphone. **Important!** Make sure that your camera is activated/enabled in Windows Settings - some laptops may have the camera disabled by default for security purposes.

Use the correct browser

You *must* use Chrome as your browser to make and receive video calls using the VPW softphone,

Disable popup blocking for your vappcenter.com domain

If you are blocking pop-ups in your browser, you must disable blocking for your individual vappcenter.com domain (e.g., acme-co.vappcenter.com).

Verify that VPW is set up correctly

Select **Browser (Secondary Softphone)** as your audio device in your VPW settings.