MIC-CAM TROUBLESHOOTING TIPS

1. Do a Hard Refresh on your browser
   - Windows: CTRL + SHIFT + R
   - Apple: CMD + SHIFT + R

2. Complete the gear test to detect any issues with Operating System, Browser, Internet Connection, and Firewall, as well as to test Mic and Cam.

3. Move to another table and back again (Just double click to move)

4. Review the Camera and Microphone Settings of your Device and Browser
   - Click the images below depending on your device and browser

5. Review Remo Camera and Microphone Settings
   - Click the menu button (three parallel horizontal lines) in the upper left corner of the screen
   - Select a different Microphone and Camera source

6. Use Incognito, Private or Guest Mode

7. Switch Browsers & Devices (Avoid Work Laptops)

8. Log Out and Log Back in

9. Restart the Computer