Voice and Video Calls

Instructions for making voice and video calls, along with comprehensive troubleshooting guide for audio, video, connectivity, and screen sharing issues.

- Making Voice And Video Calls
- Troubleshooting Voice And Video Calls

Making Voice And Video Calls

Junovy Talk provides high-quality voice and video calling capabilities directly within your conversations. This guide explains how to start and join calls.

Starting a Call

To start a call from any conversation:

1. Open the conversation you want to call
2. Click the **Start call** button (green phone icon) in the top right corner
3. Choose whether to join with video enabled or just audio
4. The call will start, and other participants will be notified

Joining a Call

When someone starts a call in a conversation you're a member of:

1. You'll receive a notification (if enabled)
2. Click the notification or open the conversation
3. Click **Join call** to enter the call
4. Select your audio and video preferences before joining

Device Preview

Before joining a call, you can preview your camera and test your microphone:

1. The device preview appears when you're about to join a call
2. Check that your camera shows your video correctly
3. Speak to test your microphone levels
4. Adjust your camera and microphone selection if needed

You can also enable "Skip device preview before joining a call" in App Settings if you prefer to join calls directly.

In-Call Controls

During a call, you have access to several controls at the bottom of the screen:

- **Camera** (V key): Toggle your camera on or off
  - **Microphone** (M key): Mute or unmute your microphone
  - **Screen share**: Share your screen or a specific window
  - **Raise hand** (R key): Raise or lower your virtual hand
  - **Reactions**: Send emoji reactions during the call
  - **Chat**: Access the conversation chat during the call
  - **Participants**: View and manage call participants
  - **Settings**: Adjust call settings
  - **Leave call**: Exit the call

Push-to-Talk

Use push-to-talk for better control over your microphone:

1. Keep your microphone muted
2. Press and hold **Space** to unmute temporarily
3. Release **Space** to mute again

This is useful in noisy environments or when you only need to speak occasionally.

Full Screen Mode

Enter full screen mode for a better call experience:

1. Press **F** during a call to toggle full screen
2. Press **F** again or **Escape** to exit full screen

Default Camera and Microphone Settings

You can set default behavior for your camera and microphone in App Settings:

- **Turn camera and microphone off by default**: Start calls with both disabled
  - **Blur camera background by default**: Apply a blur effect to your background automatically

Screen Sharing

Share your screen during a call:

1. Click the **Screen share** button
2. Choose to share your entire screen, a specific window, or a browser tab
3. Click **Share** to start sharing
4. Click **Stop sharing** when done

Note: Screen sharing permissions depend on your browser and operating system settings.

Troubleshooting Voice And Video Calls

If you're experiencing issues with voice or video calls in Junovy Talk, this guide will help you diagnose and resolve common problems.

Before You Start

Ensure you have:

- A stable internet connection (wired connections are recommended for best results)
  - An up-to-date web browser (Chrome, Firefox, Edge, or Safari)
  - Working microphone and camera (if using video)
  - Granted browser permissions for camera and microphone

Common Issues and Solutions

No Audio - Others Can't Hear Me

1. **Check microphone permissions**: Ensure your browser has permission to access your microphone
   - Look for a camera/microphone icon in your browser's address bar
   - Click it to review and grant permissions
2. **Select the correct microphone**:

- Click "Check devices" in App Settings
- Ensure the correct microphone is selected

3. **Check if you're muted**:

- Look at the microphone icon in the call controls
- Press **M** to toggle mute

4. **Test your microphone**:

- Use the device preview before joining a call
- Speak and check if the audio level indicator responds

No Audio - I Can't Hear Others

1. **Check your speakers/headphones**:
   - Ensure your audio output device is connected and working
   - Test with other applications to confirm
2. **Check browser audio permissions**:

- Ensure the browser tab isn't muted
- Check your system audio settings

3. **Select the correct output device**:

- Click "Check devices" in App Settings
- Verify the correct audio output is selected

Video Not Working

1. **Check camera permissions**:
   - Ensure your browser has permission to access your camera
   - Some browsers show a camera icon in the address bar
2. **Verify camera selection**:

- If you have multiple cameras, ensure the correct one is selected
- Use "Check devices" in App Settings to test

3. **Check if camera is in use**:

- Another application may be using your camera
- Close other video applications and try again

4. **Restart your browser**:

- Sometimes a browser restart resolves camera issues

Poor Call Quality

1. **Check your internet connection**:
   - Run a speed test to verify your connection
   - A stable connection of at least 2 Mbps is recommended
2. **Close unnecessary applications**:

- Background applications may consume bandwidth
- Close streaming services or large downloads

3. **Use a wired connection**:

- Wi-Fi can be unstable; try connecting via ethernet

4. **Reduce video quality**:

- Turn off your camera if you only need audio
- This reduces bandwidth requirements

5. **Check network restrictions**:

- Some networks may block video calling traffic
- Try using a different network if available

Call Keeps Disconnecting

1. **Check internet stability**:
   - Intermittent connections cause disconnections
   - Test your connection with other services
2. **Update your browser**:

- Outdated browsers may have compatibility issues
- Ensure you're using the latest version

3. **Disable VPN**:

- VPN connections can sometimes interfere with calls
- Try disconnecting your VPN temporarily

Screen Sharing Not Working

1. **Grant screen sharing permissions**:
   - Your browser needs permission to share your screen
   - On macOS, check System Preferences > Security & Privacy > Screen Recording
2. **Use a supported browser**:

- Screen sharing works best on Chrome and Firefox
- Safari has limited screen sharing capabilities

Testing Your Setup

Use the "Check devices" button in App Settings to:

- Preview your camera
  - Test your microphone

    - Verify your audio output

Getting Additional Help

If you've tried the above solutions and still experience issues:

- Contact your IT administrator to check network configurations
    - Reach out to Junovy Support with details about the problem
    - Include information about your browser, operating system, and error messages if any