

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

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