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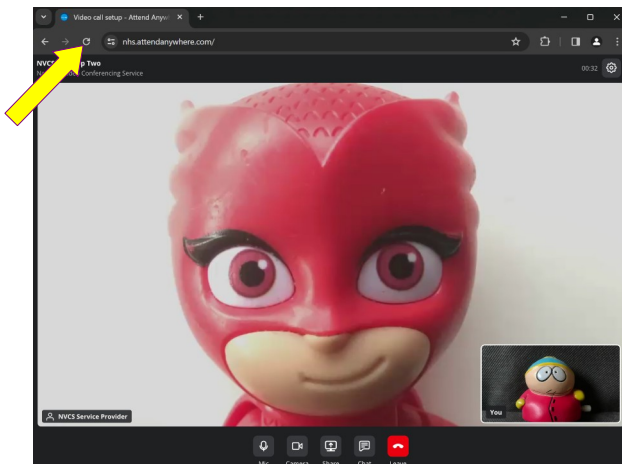


## In-call video or audio problems: try a tab refresh to fix v2.2

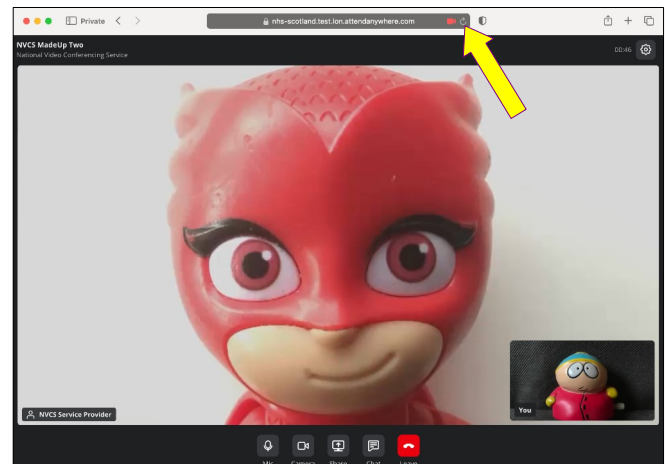
Although it is fairly rare to see or hear problems after a call starts, should you or your caller experience problems that you think may be due to your caller's device, possibly due to a change in bandwidth, it may be worthwhile asking them to refresh their browser tab.

 The easiest way for your caller to refresh their tab that is to click or tap the circular refresh button that's visible at the top of their browser. For Edge or Chrome, it'll be to the left of the address bar. For Safari, at the right within the address bar.

### Edge or Chrome



### Safari




## There are other options available too...

### Desktop or laptops:

Edge or Chrome on Windows: **CTRL+R** (press the Control and R keyboard buttons at the same time).

Safari or Chrome on macOS: **CMD+R** (press the Command and R keyboard buttons at the same time).

[As a Service Provider, if you suspect the problem may be at your end and you want to try refreshing your tab, you'll have to use this method as the  refresh button will be unavailable to you during a call.]

### Smartphones or tablets:

iOS or Android: tap the top of the call screen and swipe down.