

# I don't see any video when a call is made

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## **The webcam is not properly installed.**

Close VRI Direct browsers and all other applications, then open the application that came with your webcam and use it to test your webcam. If your webcam software cannot access your webcam, close the software and then unplug and re-plug your webcam, then open your webcam software again to test the webcam. You may also need to reinstall the webcam drivers.

You can verify your browser's ability to connect to your webcam by using the tools found here:

<https://www.onlinemictest.com/webcam-test>

## **The webcam is in use by another application.**

Other video applications that are running, such as Skype, NexTalk, CyraCom, Logitech Vid, etc., may already be using the webcam. Please close all other webcam applications and then retry your video on VRI Direct.