

## TROUBLESHOOTING VIDEO & AUDIO

### At Brazen, we take connection seriously.

Audio or video is essential to Brazen's live video broadcasting booths and 1-on-1 chats. These features require access to your device's camera and microphone.

### TRY THESE STEPS FIRST...

#### Do you have other apps and tabs open?

Try closing out of any unnecessary applications or windows, refreshing your page, and trying again.

#### How is your Internet connectivity?

Weak connections can often create disruptions in audio and video. In order to address this issue, try getting a hard wired connection or switching to an alternative Internet source.

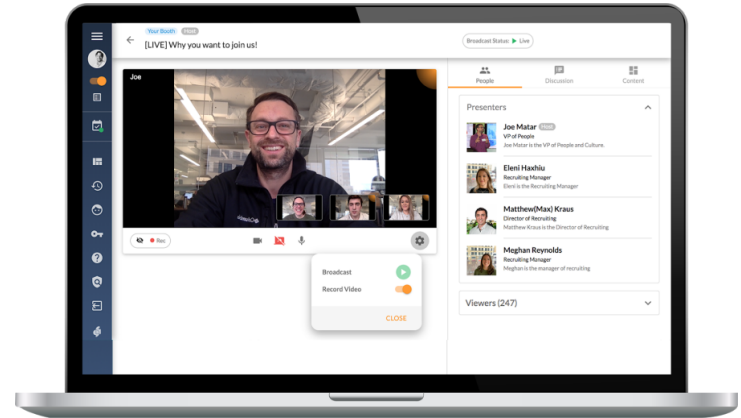
#### Is your browser up-to-date?

Make sure you have the latest version of your browser. Brazen supports Chrome, Firefox, Safari and MS Edge browsers. For best results, we recommend Chrome.

#### Is your camera, mic and screen share enabled?

Review your browser settings to make sure your browser can have access to your camera, mic and screen share.

Also, check your device settings to make sure your audio, camera and screen settings are set to the preferred channels.



### STILL NOT WORKING?

#### Diagnose the problem using these automated system checks:

- Run the very quick [Brazen Service Check](#)
- Run the 30-second [Vonage Service Check](#)

These tests reveal whether you have a technical issue, and also provide instructions on how to address them. If you need help interpreting your system checks or need further assistance, [submit a request to Brazen Support](#). Be sure to include your test results so that Brazen Support can help you quickly.