


Troubleshooting Guide for FaceTime/Skype Services

1. FaceTime

a. Update iOS and/or OS X to the latest versions available. Be sure to backup your device before upgrading software.

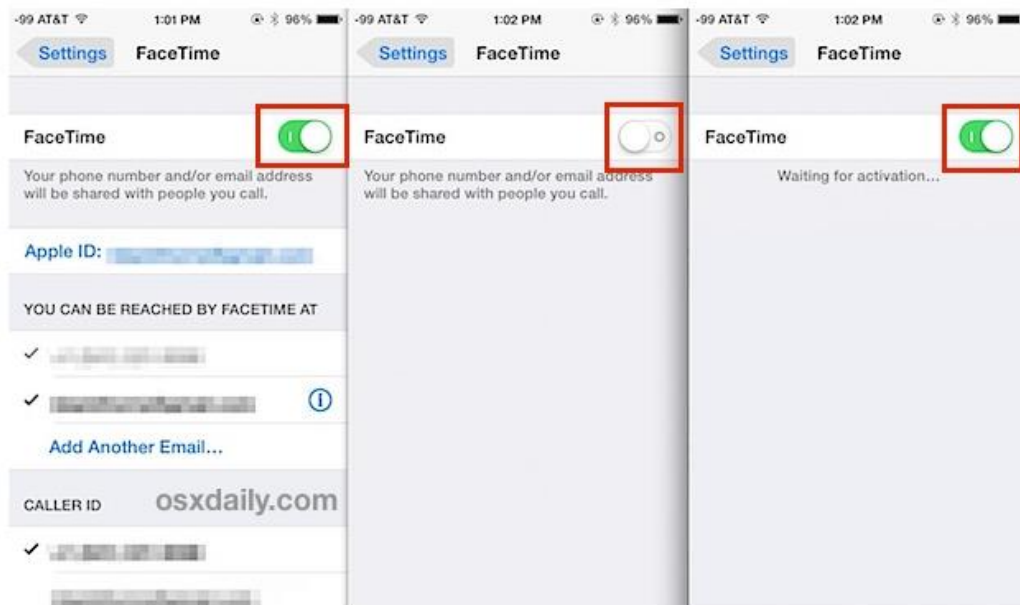
- iOS: Settings > General > Software Update
- OS X:  Apple Menu > Software Update

b. Force FaceTime to Reactivate by toggling FaceTime OFF and ON

i. FaceTime reactivation via iOS

Reactivating FaceTime in iOS

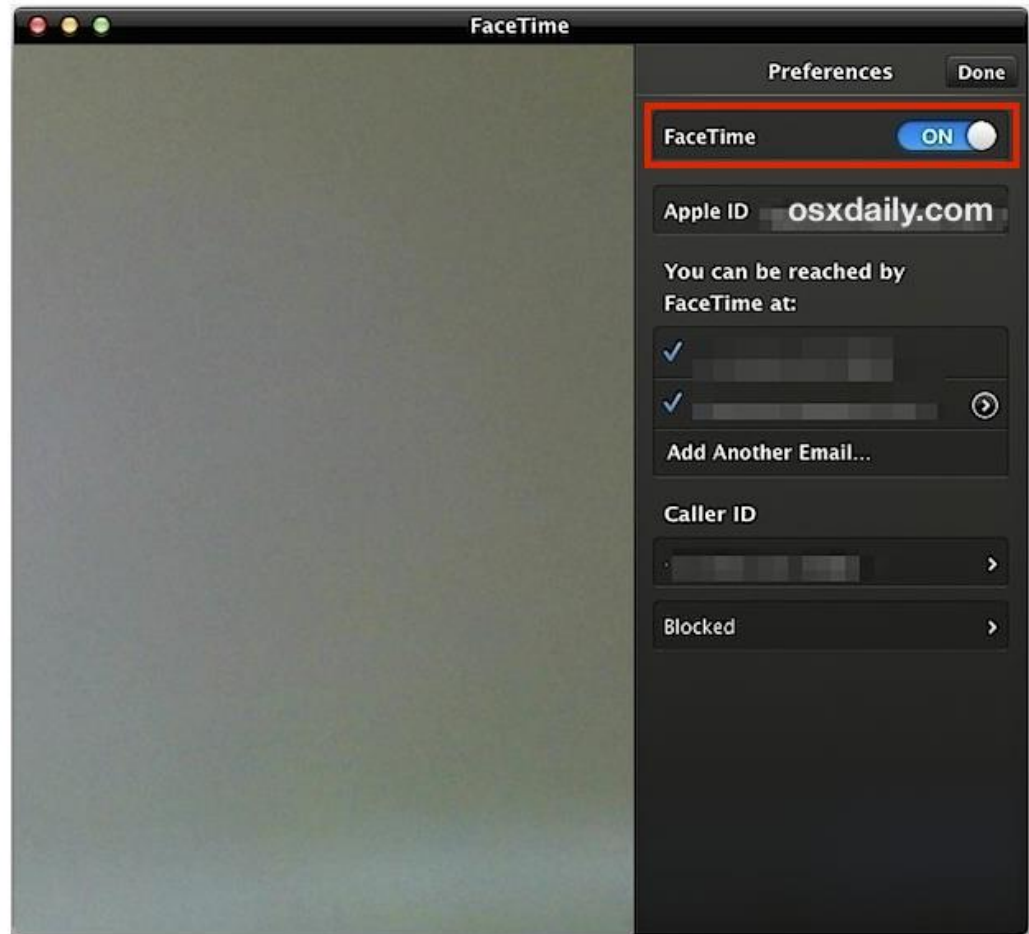
1. Open "Settings" and go to "FaceTime"
2. Flip the switch for "FaceTime" into the OFF position
3. Flip the switch back to the ON position, you'll see a 'Waiting for activation...' message and in a moment the Apple ID information will fill in



FaceTime reactivation via OS X

Reactivating FaceTime in OS X

1. Open FaceTime in OS X and go to the "FaceTime" menu and choose "Preferences"
2. Flip the 'FaceTime' switch to OFF
3. Flip the 'FaceTime' switch back to ON and wait until it finishes reactivating

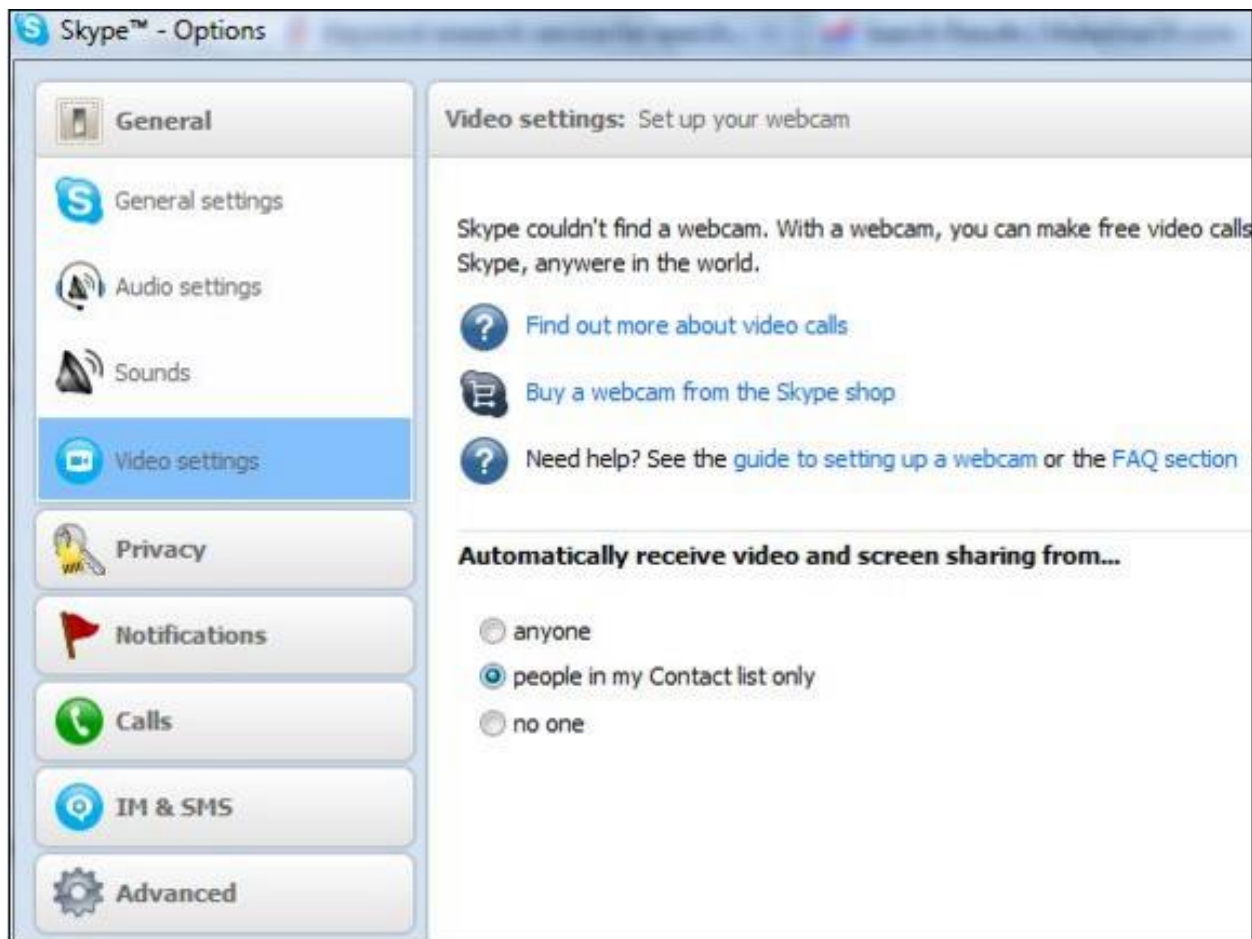


c. Reset Network Setting on iOS Device

- Open "Settings" > General > Reset > choose "Reset Network Settings"

2. Skype

- a. Ensure that Skype is configured properly



b. Make sure that you aren't hidden

Once you start attempting another video chat with your friend, make sure that "Hide myself" or "Stop My Video" is *not* selected.

