IntPowers

VIDEO AGENT · WEB ACD

Settings and troubleshooting

User guide for agents, supervisors and IT

Service: [CLIENT]



Interactive Powers · Version 2026.1 · October 2026

DOCUMENT SHEET

Before you start

This guide covers workstation requirements and the steps to fix the most common issues when handling video calls with Web ACD. Highlighted fields are completed for each service.

ITEM	VALUE
Service / client	**[CLIENT]**
Web ACD access URL	**[WEB ACD URL]**
Device and network tester	**[TESTER URL]**
First-level support	See chapter 2 · Support contact
Client IT contact	**[IT CONTACT]**
Guide version	2026.1 · October 2026

How to use this guide

IF YOU ARE…	START WITH
An agent or supervisor with a problem during a call	Chapter 3 · Troubleshooting by symptom
An agent setting up a workstation for the first time	Chapter 1 · Workstation requirements
An agent who cannot fix the problem	Chapter 2 · Before contacting support
The IT department	Appendix A · Network and firewall requirements

Web ACD runs in the browser

There is nothing to install. Most problems come from the computer, the network or the browser settings, and can be fixed in a few minutes with this guide.

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CHAPTER 1

Workstation requirements

Web ACD is a cloud application: the workstation only needs an up-to-date browser, a computer with enough resources and a stable network. In this document, "computer" includes desktop PCs, laptops and tablets.

1.1 Computer

COMPONENT	MINIMUM	RECOMMENDED
Processor	Dual core	Quad core or higher
RAM	4 GB	8 GB
Free disk space	8 GB	8 GB or more
Display	1024 × 768	Full HD (1920 × 1080) or higher
Camera	640 × 480	HD 720p or Full HD 1080p
Audio	Built-in microphone and speaker	Headset with echo cancellation

A video window needs at least 640 × 480 pixels, and you will likely work with several windows or tabs at once: that is why Full HD is recommended.

> **If you use screen recording or several monitors**
>
> The computer should comfortably exceed the minimums. The same applies if other demanding applications run alongside Web ACD.

1.2 Operating systems

SYSTEM	USE
Windows 11 and Windows 10	Recommended for production
macOS	The current version and the two previous ones
Desktop Linux	Supported; check devices and browser before production
ChromeOS	On specific laptops
iPadOS / iOS and Android	For mobile users, on specific devices

Always use an operating system version supported by its vendor, with updates installed.

1.3 Browsers

BROWSER	RECOMMENDATION
Google Chrome	Recommended. Latest stable version
Microsoft Edge	Supported. Latest stable version

BROWSER	RECOMMENDATION
Mozilla Firefox	Second alternative
Safari (macOS, iPadOS, iOS)	Supported; built into the system

The browser must have **JavaScript enabled**, **first-party cookies allowed** and **camera and microphone permission** for the Web ACD address. We recommend Chrome because its support for WebRTC, the technology behind video calls, is the most mature.

Official downloads: google.com/chrome · microsoft.com/edge · mozilla.org/firefox

1.4 Network and bandwidth

You can connect by cable (Ethernet) or Wi-Fi. **A cable is always preferable**: Wi-Fi introduces drops and quality changes, especially in offices with many devices.

For good video quality, a minimum of **512 kbps upload and download** is recommended. Each video mode uses the following per participant:

MODE	BANDWIDTH PER PARTICIPANT	RESOLUTION
Voice only (camera off)	32 kbps	—
Low video	64 kbps	320 × 240 (QVGA)
Medium video	128 kbps	640 × 480 (VGA) · required for SD recording
High video	256 kbps	854 × 480 (FWVGA)
Ultra video	Over 512 kbps	1280 × 720 (HD) · required for HD recording

The service is normally set to Ultra video. Some production environments use a lower resolution to avoid overloading the network.

If you work on a corporate network with a firewall, your IT department should review **Appendix A**. At home, with a regular connection, no configuration is usually needed.

CHAPTER 2

Before contacting support

Seven checks that solve most problems. Do them in order and note how far you got: it will save time on the call with support.

1. **Reload the page** with the browser reload button.
2. **Clear the browser cache and reload** the page (section 5.5).
3. **Close any applications that may be using the microphone or camera**: other video calls, recorders, video players.
4. **Sign out of Web ACD and sign in again.** Closing the tab is not enough.
5. **Try another workstation** to find out whether the problem is the computer.
6. **Try another agent account** to find out whether the problem is the account.
7. **Turn the computer off and on again**, especially if it has been on or asleep for days.

If the problem persists

Generate the technical report from Web ACD (section 6.3) and send it to support with this information:

- The **technical report** in TXT format.
- **What is happening**, in your own words, and since when.
- **Which check** from the list above you reached and what happened.
- Whether it happens **on another workstation or with another account**.
- A **screenshot** of the error, if any, and the **approximate time**.

SUPPORT CONTACT

Send the report and the information above to:

Email	support@ivrpowers.com
Help Center	support.ivrpowers.com
Phone Spain	+34 911 599 846
Phone US	+1 786 329 7177

CHAPTER 3

Troubleshooting by symptom

Find what is happening in the first column. If the suggested fix does not work, continue with chapter 2.

SYMPTOM	LIKELY CAUSE	WHAT TO DO
The customer cannot hear me	Microphone muted, not allowed or used by another application	Check it is not muted. Check the microphone permission (5.2) and close other audio applications.
I cannot hear the customer	Wrong audio output or low volume	Select the headset as output in the system (4.2) and turn the volume up. Ask the customer to check their microphone.
My camera does not appear or I see a red X next to the address	Camera or microphone permission blocked	Click the icon, choose "Always allow" and reload (5.2).
The picture freezes or pixelates	Unstable network or not enough bandwidth	Switch to cable, stop downloads and streaming. If it continues, carry on with voice only.
Audio cuts out or echoes	Unstable Wi-Fi, speaker instead of headset, or antivirus inspecting traffic	Use a headset and cable. If it continues, ask IT about the antivirus (5.6).
No calls are coming in	Webphone disconnected or paused	Check the Webphone color (6.4). Red: reload and check the network. Blue: end the pause.
The session closes or a duplicate session warning appears	The same account is open in another tab, browser or computer	Sign out everywhere and sign in from one place only (5.4).
The page does not load or looks broken	Outdated cache, blocking extension or old browser	Clear the cache (5.5), disable extensions (5.3) and update the browser.
Strange or badly translated text in Web ACD	Browser automatic translation turned on	Turn off automatic translation (5.3). Web ACD is already in your language.
The computer is slow during calls	Low resources, low battery or too many tabs	Plug in the charger, close tabs and applications and restart the computer (4.3).

CHAPTER 4

Checking the computer

Web ACD is only the application: the computer and its devices must work properly on their own. These checks do not fix everything, but they are the first step and often enough.

4.1 First steps

- Plug the laptop into the charger: on low battery, the computer reduces performance to save power.
- Close applications that may use the microphone, speaker or camera.
- Check that devices are properly connected and selected in the system.

4.2 Testing your devices

Windows 11

DEVICE	WHERE TO CHECK
Microphone and speaker or headset	Start > Settings > System > Sound
Camera	Start > All apps > Camera (if there are several, "Change camera")
Display	Start > Settings > System > Display
Network and Internet	Start > Settings > Network & internet

macOS

DEVICE	WHERE TO CHECK
Microphone and speaker or headset	System Settings > Sound
Camera and microphone permissions	System Settings > Privacy & Security > Camera / Microphone
Network	System Settings > Network

Menu names may change with system updates.

4.3 Improving performance

- Install operating system updates.
- Turn off animations, visual effects and animated wallpapers.
- Restart the computer if it has been on or asleep for days.
- If the computer does not meet the requirements in chapter 1, ask IT to replace it.

4.4 Default browser

Check that the recommended browser is the system default:

SYSTEM	PATH
Windows 11 and 10	Settings > Apps > Default apps
macOS	System Settings > Desktop & Dock > Default web browser

4.5 Internet connection

Open the Web ACD address in the browser: if it loads, you are connected. To also check network quality and devices, use the tester:

```
[TESTER URL]
```

We recommend running the tester at the start of every shift. If you cannot find it in your applications menu, ask support.

CHAPTER 5

Checking the browser

Most audio, video and page loading problems are solved in the browser. Paths refer to Google Chrome.

5.1 First steps

CHECK	HOW
Reload the page	Reload button. To bypass the cache: Ctrl + Shift + R (Windows) or Cmd + Shift + R (Mac)
JavaScript enabled	Settings > Privacy and security > Site settings > JavaScript
Cookies allowed	Settings > Privacy and security > Third-party cookies. First-party cookies must be allowed
Browser up to date	Menu > Help > About Google Chrome
Restart the browser	Close all Chrome windows and open it again
Try another browser	Edge or Firefox, to rule out a browser problem

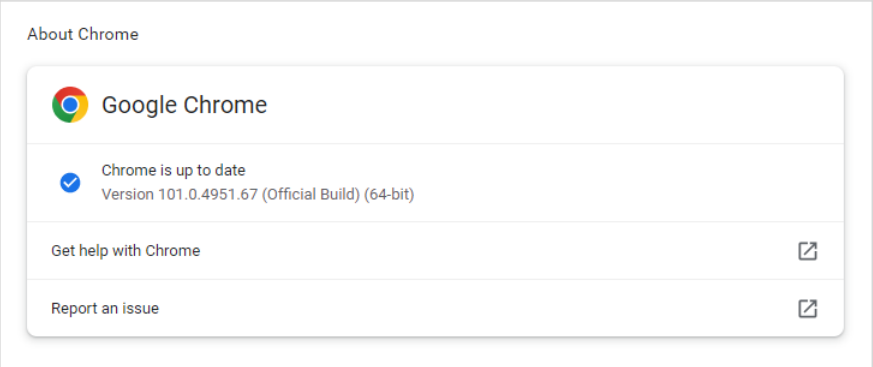


Figure 1 · "About Google Chrome" shows whether the browser is up to date

5.2 Camera and microphone permissions

The first time you sign in to Web ACD, the browser asks whether to allow the camera and microphone: choose **Allow**.

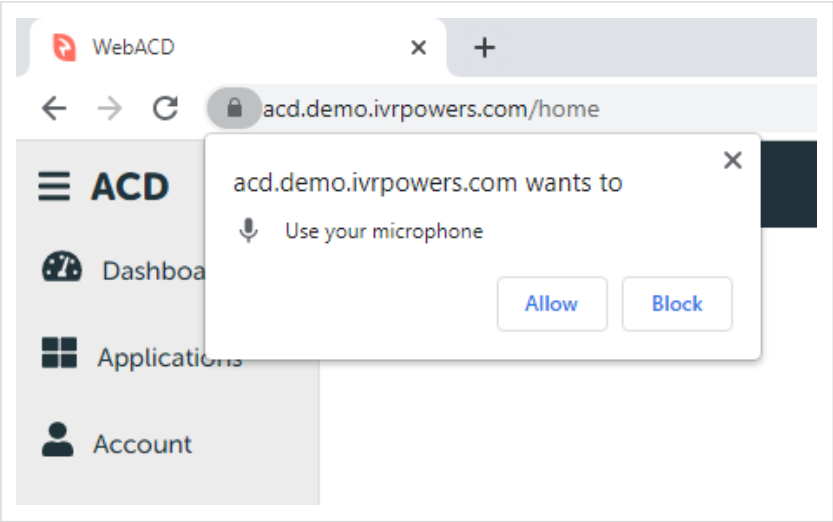


Figure 2 · Microphone permission prompt when signing in to Web ACD: click "Allow"

If you chose **Block**, you will see a red X over the camera or microphone icon in the address bar. To fix it:

1. Click the icon with the red X.
2. Choose to **always allow** the Web ACD address to access the camera and microphone, and click **Done**.
3. Reload the page.
4. If it still does not work, sign out of Web ACD, close all browser windows and sign in again.

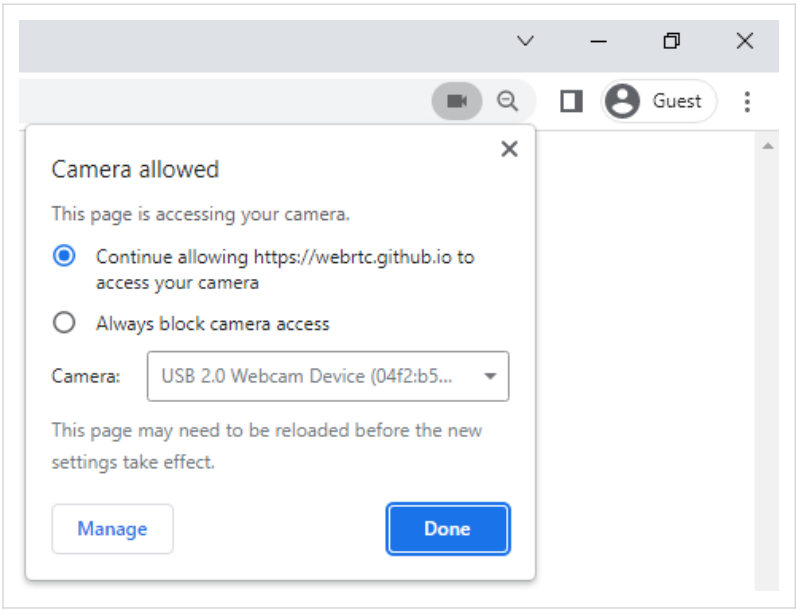


Figure 3 · Camera icon menu in the address bar

5.3 Extensions and translation

Some extensions block audio, video or parts of the Web ACD interface. At a minimum, disable or remove:

- Ad blockers: AdBlock, AdBlock Plus.
- Privacy and tracking extensions: Ghostery, Disconnect, DoNotTrackMe, ScriptSafe.
- WebRTC limiters: WebRTC Network Limiter.

- Other extensions that modify pages or connections (HTTPS Everywhere, Flashblock...).

To remove an extension in Chrome: Menu (⋮) > Extensions > Manage Extensions > **Remove** on the extension, then confirm.

Automatic translation. Web ACD is already in your language; browser translation alters text and buttons. Turn it off in:

```
Settings > Languages > Google Translate > turn off "Use Google Translate"
```

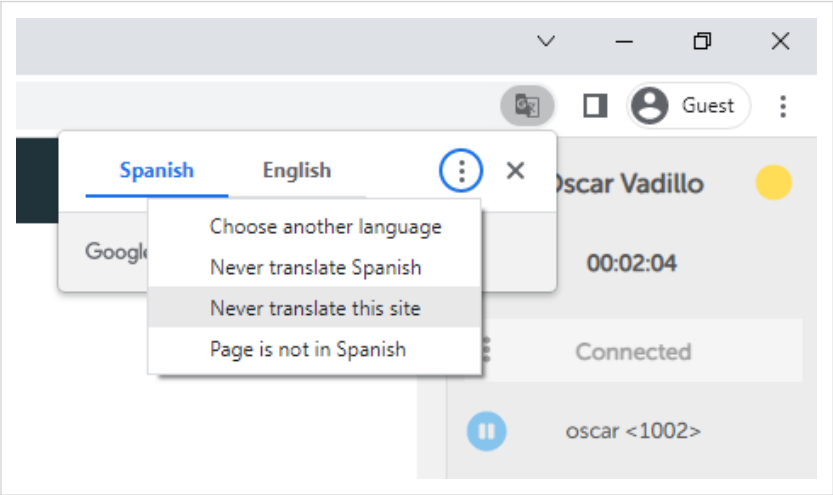


Figure 4 · Translation menu: "Never translate this site"

5.4 One session only

Web ACD does not allow the same account in two places at once

Not in two tabs, two browsers, the desktop app and the browser, or two computers. **Closing the tab does not end the session:** always use "Sign out" before signing in somewhere else.

5.5 Clearing the cache

The cache speeds up page loading, but when Web ACD is updated it may keep old files that cause errors. Clearing it is the first step for almost any display problem.

1. Press **Ctrl + Shift + Delete** (Windows) or **Cmd + Shift + Delete** (Mac) to open "Delete browsing data".
2. Under **Time range**, choose **All time**.
3. Check **Cookies and other site data** and **Cached images and files**.
4. Click **Delete data**.
5. Close the browser completely and open it again.

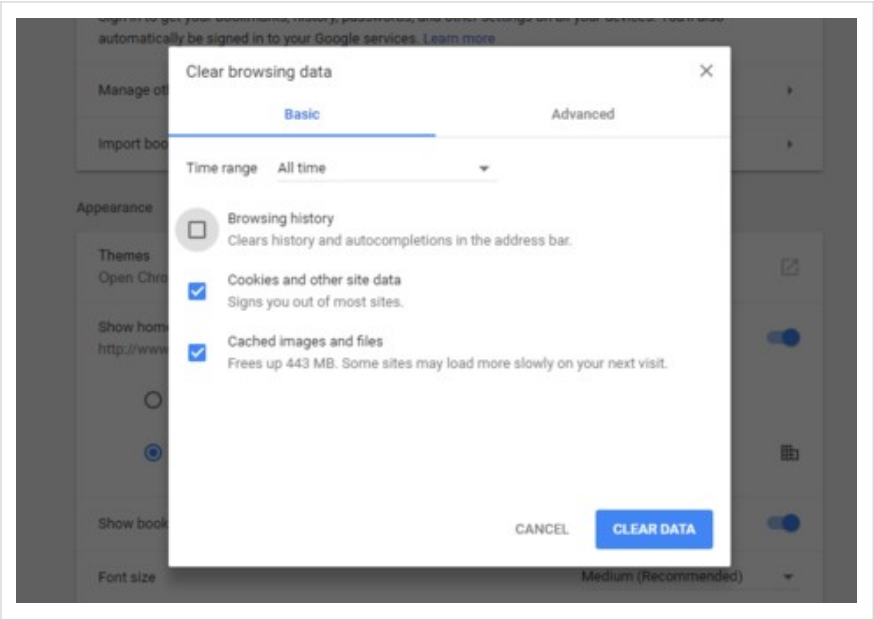


Figure 5 · "Clear browsing data" with "All time" and both boxes checked

Deleting cookies signs you out of websites.

5.6 Antivirus and third-party applications

Some antivirus software inspects audio and HTTPS traffic in real time, which reduces video call quality. If audio or video fails for no other reason, ask IT to review the antivirus settings. Also close third-party applications you do not use during your shift: background videos, camera backgrounds and effects.

To check whether the computer is short on resources, review CPU, memory and disk usage in Task Manager (Windows) or Activity Monitor (Mac).

CHAPTER 6

Checking Web ACD

Sign-in, profile, internal account check and Webphone status.

6.1 Sign-in

Sign in to Web ACD at:

```
[WEB ACD URL]
```

- **User.** Each account is identified by a username, an email address, a password and a profile (agent, supervisor or administrator). The profile determines what you can do on the platform.
- **First time.** Your welcome email includes the link to your service and your sign-in details.
- **Forgot your password?** Use the "Forgot your password?" link on the sign-in screen; you will receive an email to reset it.

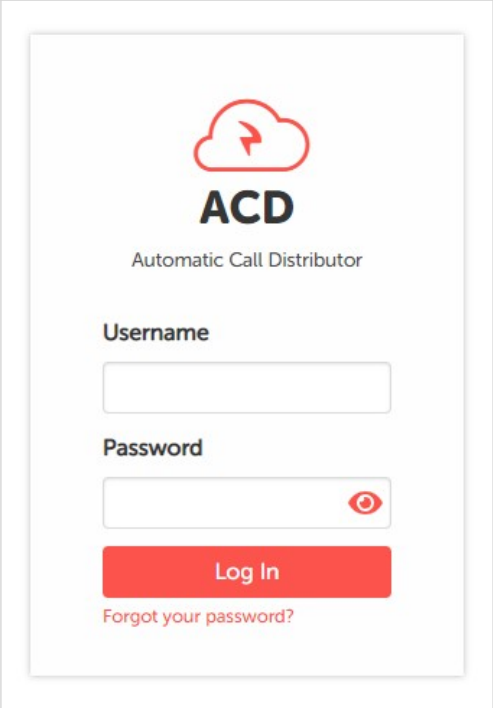


Figure 6 · Web ACD sign-in screen

6.2 Profile

In your profile you can:

- View your username, name and email (these cannot be changed).
- Choose the language: English or Spanish. Also from the top bar (EN | ES).
- Turn auto-answer on or off.
- Change your password, entering the current one.

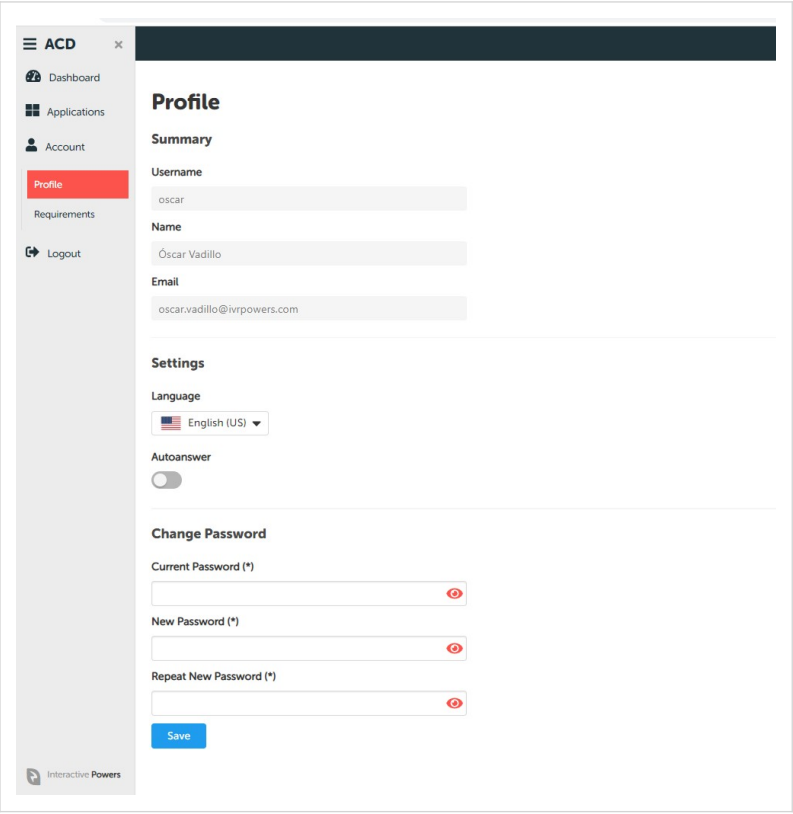


Figure 7 · Profile: summary, language, auto-answer and password change

6.3 Account check and technical report

Web ACD includes an internal tester that verifies your workstation has everything needed for calls and video calls. It checks these items:

ITEM	ITEM
Browser	Speaker
Operating system	WebRTC
Screen	Websockets
Microphone	Realtime socket
Camera	SIP socket

Everything must be green. If any item is red, contact your administrator or IT.

At the bottom of the screen, **Generate Report** downloads a TXT file with your computer and browser configuration. It is the first thing support will ask for.

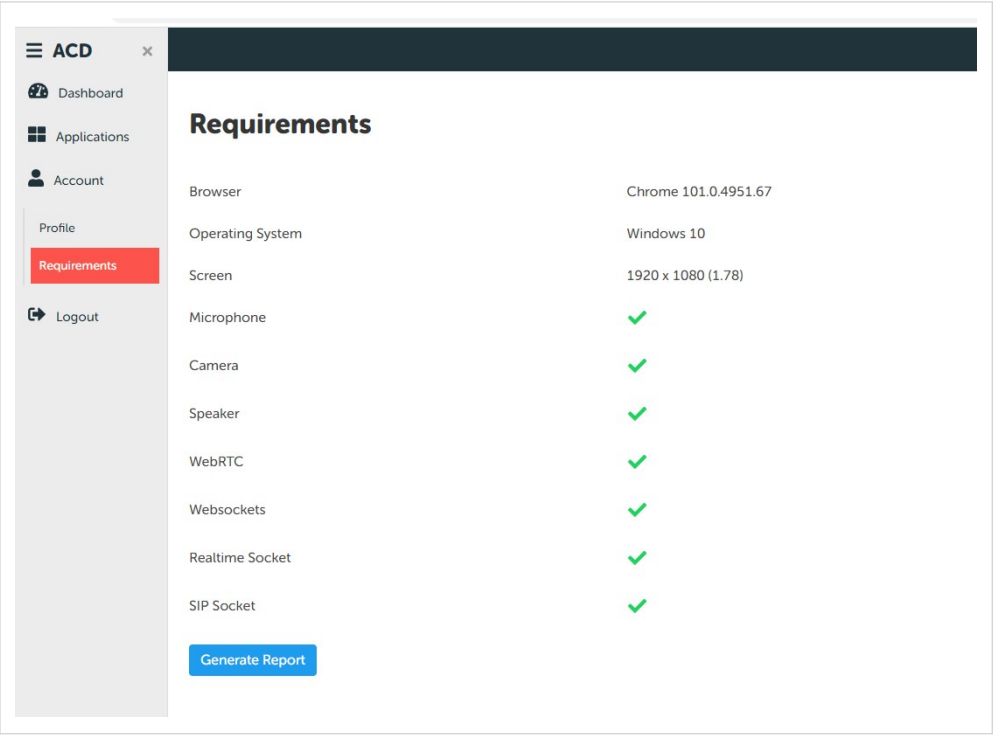


Figure 8 · Account requirements: all items green and the "Generate Report" button

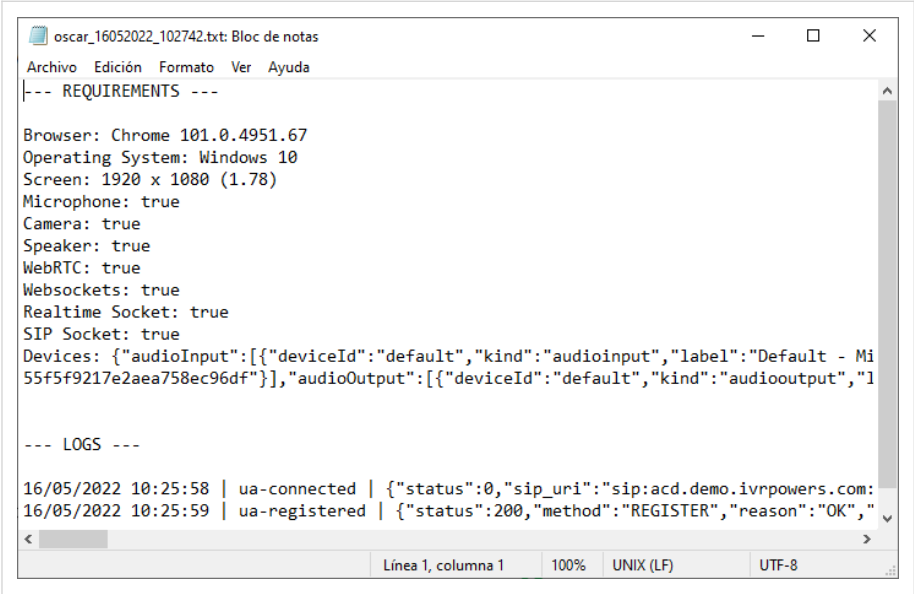


Figure 9 · Sample technical report (TXT)

6.4 Webphone status

The Webphone is the phone built into Web ACD. Its status appears in the top-right corner:

COLOR	STATUS	MEANING
Green	**Ready**	You can receive calls and video calls
Yellow	**Busy**	You are on a call or video call
Red	**Disconnected**	No network or a connection problem
Blue	**Paused**	Break, back office, lunch...

To receive calls, the Webphone must be **green**. **[CONFIRM: behavior in yellow if the service allows concurrent sessions]**

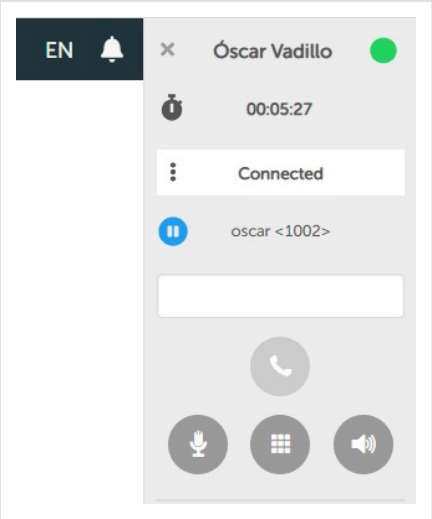


Figure 10 · Connected Webphone: the green indicator appears next to the agent name

APPENDIX

Appendix A · Network and firewall requirements

For the IT department. Most home connections need no configuration.

The workstation must be able to reach the Web ACD cloud services on two planes:

PLANE	FUNCTION	PROTECTION
RTC · Real Time Communications	Communication between user and agent (video)	TLS signaling · SRTP media
ACD · Automatic Call Distributor	Agent communication (audio and distribution)	TLS signaling · SRTP media

If the workstation is on a corporate network, IT must check that the firewall allows the following traffic:

Service IP destinations and domains: **[SERVICE NETWORK DESTINATIONS]**

RTC · video streaming

PROTOCOL	PORTS	USE
TCP	80	HTTP · web access (redirected)
TCP	443	HTTPS · secure web access
TCP	8989	WebSocket · video gateway (recommended)
TCP	8089	HTTPS-API · video gateway (alternative)
UDP	19099–20099	RTP media (video) [1]

ACD · audio streaming

PROTOCOL	PORTS	USE
TCP	80	HTTP · web access (redirected)
TCP	443	HTTPS · secure web access
TCP	8089	WebSocket · voice over IP (required)
UDP	10000–20000	RTP media (audio) [1]

ICE servers (STUN/TURN)

PROTOCOL	PORTS	USE
TCP and UDP	80	TURN/STUN
TCP and UDP	443	TURN/STUN (TLS)
UDP	19099–20099	RTP media

[1] STUN/TURN servers can relay media through the router NAT, so the RTP range need not be opened on networks with a restrictive firewall. This is not the recommended option for agent workstations: it adds latency.

APPENDIX

Appendix B · Glossary

TERM	MEANING
ACD	Automatic Call Distributor: routes calls to available agents.
Cache	Files the browser stores to load pages faster.
RTP / SRTP	Protocol that carries audio and video; SRTP is its encrypted version.
SIP	Signaling protocol for voice over IP calls.
STUN / TURN	Servers that help establish the connection through routers and firewalls.
Tester	Tool that checks the computer, devices and network before taking calls.
TLS	Encryption of signaling between the browser and the platform.
Web ACD	Interactive Powers web agent desktop for calls and video calls.
Webphone	Phone built into Web ACD; its color shows your status.
WebRTC	Browser technology that enables calls and video calls with nothing to install.
WebSocket	Persistent connection between the browser and the platform for signaling.