

# Trouble shooting Guide



## Telehealth Calls



### Cannot connect?

#### Call screen loading/not connecting?

Check to see if you meet the minimum browser and device requirements listed in this guide.



### Can't see your provider?

#### Web camera:

External Webcam plugged in securely?

#### Can your web browser access the camera?

- Allow access to camera in privacy settings
- Allow access for camera in browser settings.

#### Other software using the camera?

- *(Example: Skype also running?)*
- *May require computer reboot.*



### Audio Problems?

#### Microphone/Headsets:

**If external, plugged in securely?  
Being used by the computer?**

- *Check computer's audio settings.*

**Can your web browser access the microphone?**

- Allow access to microphone in privacy settings.
- Allow access for microphone in browser settings.

#### Muted?

*Either Call Screen, or device's audio.*



#### Other software using the microphone?

- *(Example: Skype also running)*
- *Camera/Microphone help:*  
***tinyurl.com/tsba53s***



### Poor video or audio quality?

#### Connection to Internet okay?

Check speed and latency at  
[www.speedtest.net](http://www.speedtest.net)

**Minimum speed required for High Quality video calls:** 400kbps / 400kbps

**Others on the network using lots of bandwidth?**

*(Example: Watching Netflix or YouTube).*

### Meet minimum requirements?



- **Windows 10:** Chrome 80, Firefox 72, Microsoft Edge 44
- **MacOS High Sierra:** Safari 11
- **MacOS Catalina:** Safari 13, Chrome 80
- **iOS 12:** Safari 12
- **Android 10:** Chrome 79

### Correct Browser?



- Check browser version at <https://www.whatismybrowser.com/>
- Get newest version of **Chrome** at: **chrome://help**
- Get newest version of **Safari** at:  
<https://support.apple.com/en-us/HT204416>

### Need more help?

 [info@wellola.com](mailto:info@wellola.com)

 [www.wellola.com](http://www.wellola.com)