

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 for camera or audio in the settings of your device.
- 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

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>**

This information is intended for Healthcare Professionals only. (November, 2020)