Video Call: Troubleshooting



Issues in a call? Click refresh.

Windows PC

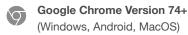


Does your device meet these minimum requirements?

	i5 processor with 3GB of RAM Windows 7 or later
	Apple Mac i5 processor and 3GB of RAM MacOS 10.12 (Sierra) or later
	Android tablet or smartphone Android 5.1 or later
•	Apple iPhone or iPad iOS 12 or later

Latest web browser?

Check version at www.whatismybrowser.com







Microsoft Edge Version 79+
(Windows MacOS)
Microsoft Edge Version 444

Microsoft Edge Version 44+ (Android)

Can't hear others?

Speakers/headset:

Volume at audible level?

(If external) Plugged in securely?

(If powered) Switched on?

Correct speakers/ headset selected?

Check correct audio output selected in computer settings.

Hearing an echo?

If using external speakers position them further away from your computer and reduce the volume. Try using a headset or headphones if the echo persists.

More: vcc.healthdirect.org.au/speaker

Can't see?

Web camera:

(If external) Plugged in securely?

Chrome using the correct camera?

Click camera icon in Call Screen's address
bar: check access and selected camera.

Other software using the camera?

(Example: Skype also running)

Quit other application but may require computer reboot.

Firewall settings allow video stream?

If you are still experiencing issues speak to your IT department.

More: vcc.healthdirect.org.au/camera

Others can't hear you?

Microphone:

(If external) Plugged in securely?

Correct microphone selected?

Check correct audio input selected in computer settings.

Chrome using the correct microphone?

Click camera icon in Call Screen's address

bar; check access and selected microphone.

Muted?

Either Call Screen, or device's audio settings.

Other software using the microphone?

(Example: Skype also running)

Quit other application but may require computer reboot.

More: vcc.healthdirect.org.au/mic

Poor image/sound quality?

Connection to Internet okay?

Check speed and latency at **www.speedtest.net**Minimum speed is 350Kbps upstream and downstream.

Others on the network using lots of bandwidth? (Example: other video calls in progress)

Modem/router working properly?

(Wireless network) Get closer to access point. Ensure you have line of sight and are close to an access point.

Further troubleshooting

vcc.healthdirect.org.au/makingcalls

Still having issues?

If issues persist, please contact your clinic.

Call Bellarine Community Health on 1800 007 224 and advise a member of the team you are experiencing difficulty accessing telehealth