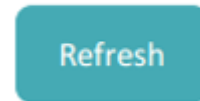








# Telehealth

## Trouble shooting guide for patients



1. Many call issues can be fixed by clicking the refresh button
2. Otherwise you can try the following;

<p><b>If you can't hear others?</b> </p> <p><b>This may be an issue with the <i>speaker</i></b></p> <ul style="list-style-type: none"> <li>- Is the volume on your device turned up?</li> <li>- If you have a separate speaker, is it plugged in and turned on?</li> </ul>	<p><b>If others can't hear you?</b> </p> <p><b>This may be an issue with the <i>microphone</i></b></p> <ul style="list-style-type: none"> <li>- Is the volume on your device turned up?</li> <li>- Check your microphone icon at the bottom of your screen isn't muted, click to unmute</li> </ul>
<p><b>If you can't see anything?</b> </p> <p><b>This may be an issue with your <i>camera</i></b></p> <ul style="list-style-type: none"> <li>-If you have a separate camera, check that it is plugged in and turned on.</li> <li>-Close any other programs you may also have open</li> </ul>	<p><b>Poor quality video or audio?</b> </p> <p><b>This is a problem with <i>connection</i> to the internet</b></p> <ul style="list-style-type: none"> <li>-Check no one else is using the internet while you are.</li> <li>-Sit somewhere you know has good connection to the internet.</li> </ul>

### 3. Remember

- Most devices run Telehealth from Google Chrome internet browser except Apple devices which use Safari
- Do a **test call** to check your equipment <http://www.austin.org.au/telehealth/>
- Close any other programs that may also be open/running on your computer
- If you're still having problems restart your device keeping in mind that old computers may not work.