







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

3. Remember

- Make sure that you use one of these following web browsers:
Google Chrome Version 80+, Microsoft Edge Version 80+ (Android 44+) Apple Safari Version 12+ (MacOS, IOS) or Firefox Version 75+.
- Do a **test call** to check your equipment 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.