

# Video Call: Troubleshooting

Issues in a call? Click refresh.



## Does your device meet these minimum requirements?

### Windows PC



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

## Use a recent version of one of these browsers:

Check version at

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



### Google Chrome

(Windows, Android, MacOS, iOS 14.3+)



### Apple Safari

(MacOS, iOS)



### Mozilla Firefox

(Windows, Android, MacOS, OS 14.3+)



### Microsoft Edge

(Windows, Android, MacOS, iOS 14.3+)

## 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](http://vcc.healthdirect.org.au/speaker)

## Can't see?

### Web camera:

*(If external)* Plugged in securely?

Browser using the correct camera?

*Check camera access and selected camera in web browser settings.*

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](http://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.*

Browser using the correct microphone?

*Check microphone access and selected microphone in web browser settings.*

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](http://vcc.healthdirect.org.au/mic)

## Poor image/sound quality?

Connection to Internet okay?

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

## Still having issues?

If issues persist, please contact your clinic.

