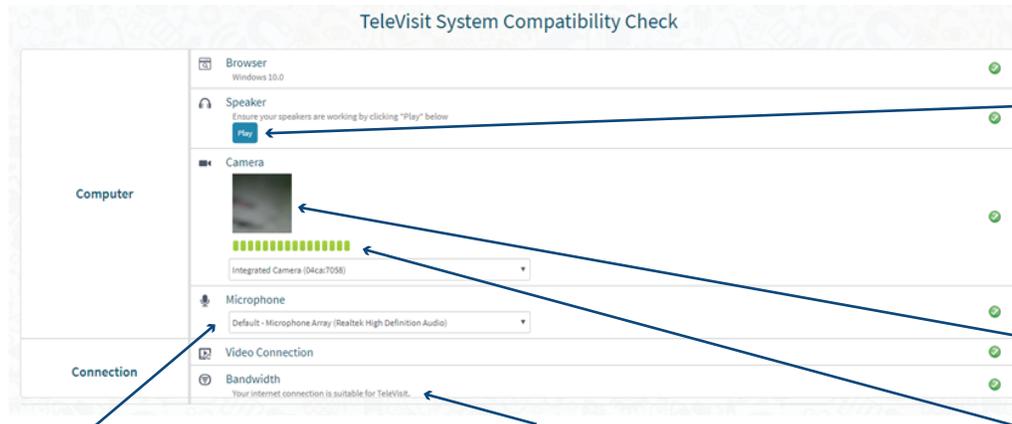# Troubleshooting your telehealth technical difficulties.

System Compatibility Check

When joining the video call for your appointment, you will be prompted to run a device check to ensure it will support the TeleHealth visit. This will check your browser, speaker(s), camera (will state what your device is using for the camera), microphone (will state what your device is using for the microphone), video connection, and bandwidth.

There is a button under the speaker section labeled "Play" that will allow you to test the speakers to ensure you can hear your provider.

Under the Camera section, your device will display what your camera is seeing to ensure it is capturing video. You should be able to see yourself in the preview box. There is also a space under the preview box that will populate with green bars when picking up sound from the microphone, indicating that it is working (a volume check may still need to be done).

The microphone box will show which device it is using.

You must have an internet connection of at least 10 Mbps (bandwidth) to support a video appointment. Your internet connection may deviate throughout your appointment, depending on the stability of your connection. You may need to perform a speed test at www.speedtest.net. You can also try rebooting your modem, and check with your internet or cellular provider about outages in your area.

Bad Video Quality

The most common reason for bad video quality (chopping, freezing, blurry) is due to a bad or unstable internet connection
- To support a video appointment, your internet connection must be at least 10 Mbps.
- Visit www.speedtest.net to test your internet speed. This can be done on any device. If you are using a mobile device with Wi-Fi, you may want to switch to cellular data.
- If your internet speeds are not stable or sufficient, your router can be reset by unplugging it from its power source for 30 seconds and then plugging it back in. It may take up to 2 minutes for it to resume normal function. If this does not provide a stronger connection, you may want to contact your internet provider, as there may be issues in your area. If there is an outage or issue in your area, your visit may need to be rescheduled.

Video Not Broadcasting

If you are trying to join your provider for an appointment and they cannot see your video or messages, this is likely a camera issue.
- What type of camera do you have? Do you have an integrated camera or a web camera attached to a device? Most mobile devices and laptops have an integrated camera, and desktops will often have web cameras that use a USB connection.
- How are you joining the visit? When joining the appointment, you will be prompted to test your device (phone/desktop/laptop/other devices) and their ability to support the televisit. You should be able to see your video in the preview box.
- If you are joining by phone, are you using the Healow app or did you join from a link?
    - If you are using the Healow app on a mobile device (to include some tablets), you may have to permit the program to access your device camera and microphone. A pop-up should appear to ask for that permission. If you did not see a pop-up, or it did not allow you to grant permission on your device, you may have to go to settings to grant the application permission to use the camera and microphone.
- If you are using a web camera, please ensure it is securely plugged in.
    - Go to your control panel or settings and look for the web camera under devices. This will allow you to ensure it is seen by device, you can then test its connection.
- If you join your appointment by computer or mobile device through a link in a text or email, your program will be operating in a web browser. The browser will need to be allowed permission to access your camera and microphone. You may also have to clear your browser history.
    - When using your browser, you should receive a pop-up notification to allow access to your camera and microphone. If the pop-up does not appear, refresh your browser. If you refresh your browser and it does not work, you may need to clear your history/cache/cookies and try again.

Audio Not Working

Check your speaker volume. Is the volume turned up? Is it muted? Are the speakers built-in? If the speakers are not built-in, is the connection secure? You may have to unplug your speakers and plug them back in. If they are external speakers, make sure the volume control is turned on and up loud enough to hear.
- Go to your control panel or settings and select sound devices. From here you can see the output device. Ensure it is enabled and run a sound test.
- You can also test your speakers by playing music or a YouTube video.

Doctor Cannot Hear you

Make sure your microphone is enabled. Look in devices or settings for sound devices, then output device. You can test sound from here to see if it is working properly.
- The indicator bar will light up or move if it is picking up sound, you can also check the microphone volume.
- If you have an external mic, you may need to unplug and replug, then repeat the process.
- If your device has a built-in mic and you are using an external mic, unplug and see if the internal mic works.

If you continue to Have Issues

- Do you have a family member or friend that can help?
- Call your clinic for help or possibly reschedule your appointment if the problem is known and can be fixed.
- Your clinic can contact the Onslow Memorial Hospital IT team to try to get some extra help.
- Onslow Ambulatory Services and Onslow Memorial Hospital cannot make changes to your devices, we can only suggest some troubleshooting items and help navigate your device.