

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

Latest web browser?

Check version at www.whatismybrowser.com



Google Chrome Version 80+

(Windows, Android, MacOS)



Apple Safari Version 12+

(MacOS, iOS)



Firefox Version 75+

(Windows, Android, MacOS)



Microsoft Edge Version 80+

(Windows MacOS)

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?

1. Contact your local support:

lastasdasd

2. If issues persist local support can contact:

videocallsupport@healthdirect.org.au

Phone: 1800 580 771