# 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



**Google Chrome** 

(Windows, Android, MacOS, iOS 14.3+)

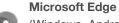


Apple Safari (MacOS, iOS)





(Windows, Android, MacOS, iOS 14.3+)



(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



#### 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

## 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

# 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.

### Still having issues?

1. Contact your local support:

2. If issues persist local support can contact:

videocallsupport@healthdirect.org.au

Phone: 1800 580 771