

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



### Google Chrome (Windows, Android, MacOS)

Get Chrome from [www.google.com/chrome](http://www.google.com/chrome)



### Apple Safari (iOS - iPhone or iPad)

Update Safari from the Mac App Store

## Further troubleshooting

[vcc.healthdirect.org.au/makingcalls](http://vcc.healthdirect.org.au/makingcalls)

## 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?

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](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.*

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](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?

### 1. Contact your local support:

Telehealth Unit 9342 8670  
[telehealth@mh.org.au](mailto:telehealth@mh.org.au)

### 2. If issues persist local support can contact:

[videocallsupport@healthdirect.org.au](mailto:videocallsupport@healthdirect.org.au)  
Phone: 02 9263 9102