Video Call: Troubleshooting

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 72+
- (Windows, Android, MacOS)

Apple Safari Version 11.4+
- (MacOS, iOS)

Firefox Version 68+
- (Windows, Android, MacOS)

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.

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.

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.

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? Contact Telehealth Team:
Alfred Telehealth Helpline - (03) 907 63302
Email - telehealth@alfred.org.au