

# Basic Troubleshooting during Telehealth Appointment

1

## Someone can't hear?

- ✓ Check that microphones are not muted.
- ✓ Make sure your computer isn't on mute or low.
- ✓ Make sure the volume is turned up on the computer and in the videocall screen.
- ✓ Ask the other caller to check that their microphone is not muted.
- ✓ (If external) Is the microphone/headset plugged in?
- ✓ (If powered) Is the microphone/headset switched on?

2

## Someone can't see?

- ✓ Is the camera plugged in securely?
- ✓ Have you taken the protective cap off the camera?
- ✓ Has the other party arrived for the call?
- ✓ Has the camera been selected during the set up?

3

## Dropouts and Delays (unstable connection)

- ✓ Connection to internet okay?
- ✓ Others on your network using lost of bandwidth? Examples are Netflix and YouTube streaming or online gaming.
- ✓ Modem/router working properly? If you are using a wireless network, get closer to the access point.
- ✓ If all else fails, hang up and redial.

4

## I can't access the VC link?

- ✓ If you are scheduling an appointment for immediate use, you will not be able to access the VC link until you receive the acceptance email from the Telehealth Virtual Meeting Room  
< telehealth.vmr@health.tas.gov.au > account.
- ✓ The appointment link becomes live 10 minutes prior to the scheduled conference time.
- ✓ If there is only one participant, the link will remain open for 70 minutes past the end of the scheduled conference time.
- ✓ If there are no participants, the link will time out 10 minutes following the end of the scheduled conference time.