

Video Consults Troubleshooting

I'm stuck at restart camera:

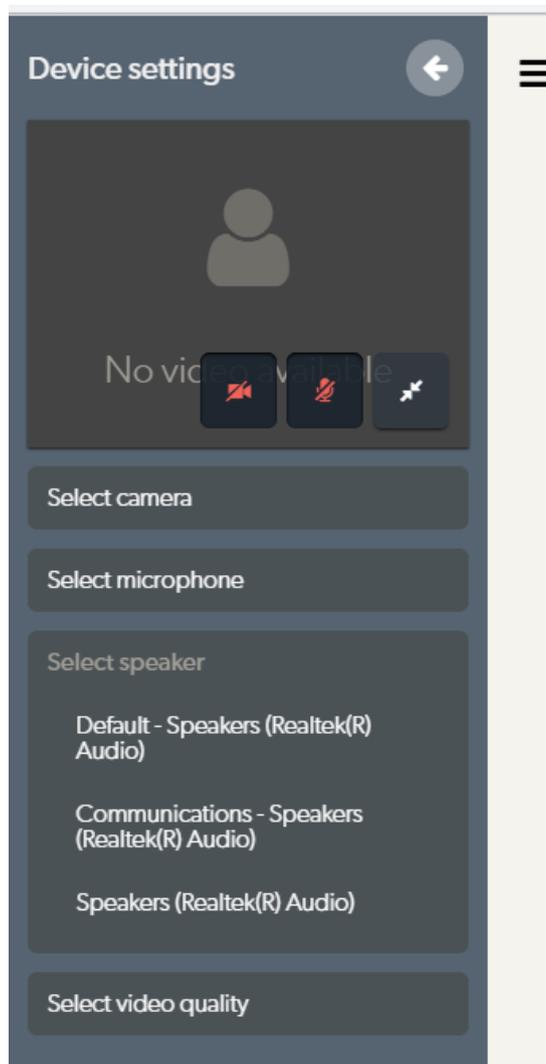
You may need to reset permissions for your camera / microphone and your web browser to allow these applications to work together.

My screen turns off and I don't know if the Doctor has arrived:

Check your settings for screen timeout. You may need to extend this or turn it off so that your screen remains active while you are waiting to be seen.

I can't hear the Doctor:

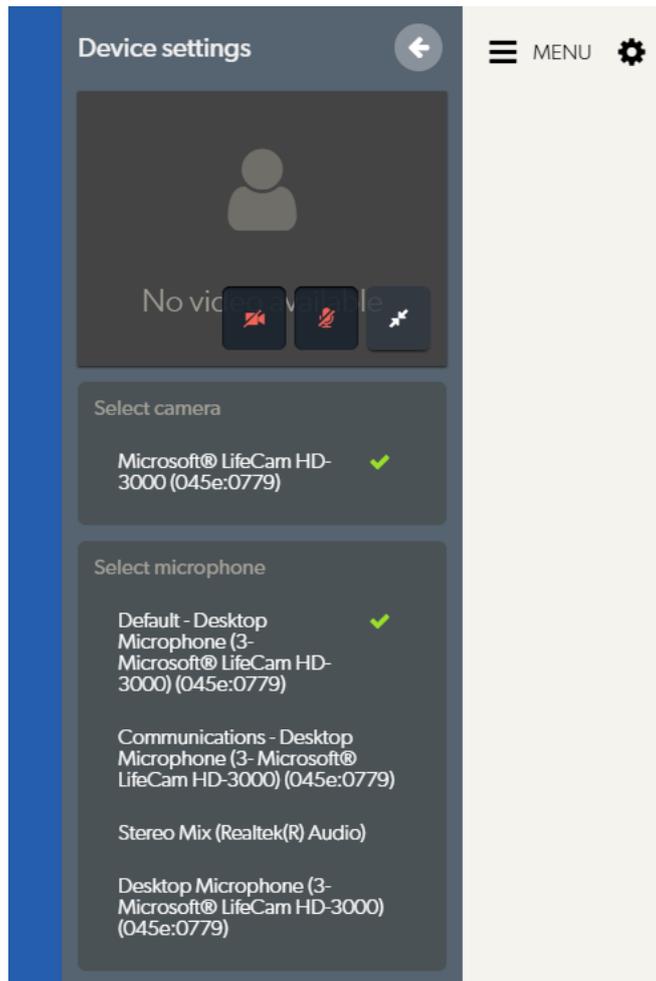
Let the Doctor know that you can't hear them either by speaking or typing into the chat box. Check your sound is turned on. The Doctor will be checking their microphone is on. Check your device settings to ensure the correct microphone has been selected:



If this cannot be resolved, the Doctor will call you and complete the consult by telephone. They may ask to try a video consult again if it is required.

The Doctor can't hear me:

Check that you are not muted. The Doctor will be checking their speakers are on. You can use the chat option to share information.

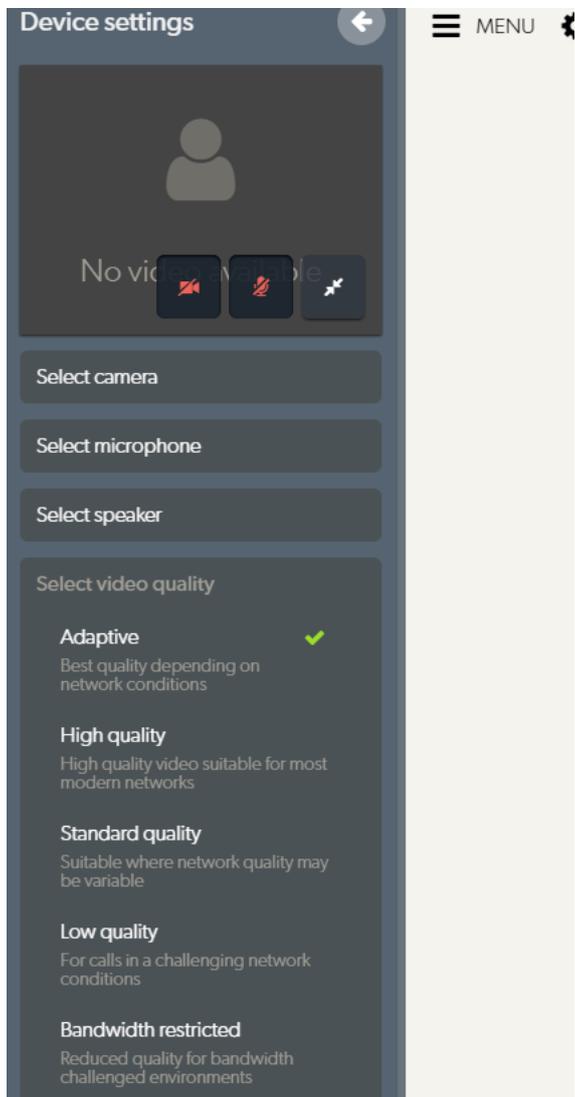


If this cannot be resolved, the Doctor will call you and complete the consult by telephone. They may ask to do some assessments before the video call is disconnected.

My call is dropping out:

The video consult is dependent on internet speeds on both ends. Any reduced speeds can cause the video link to drop out. If you have alternative internet options, please try a different connection (e.g. WiFi, 4G data, Ethernet connections).

Better camera quality can increase the demand on internet bandwidth. You or the Doctor may reduce the quality of the video to assist in maintaining the connection.



If the connection cannot be maintained, the Doctor will hang up the call and continue the consult over the phone.

I don't like the hold music:

You can select a different playlist. Below the audio controls is an option to choose an alternative playlist.