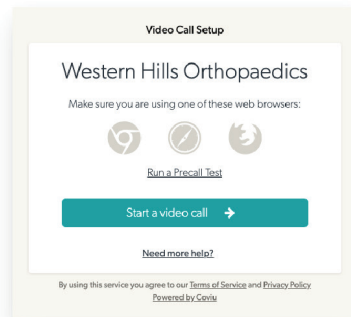


## How to begin a Video Call consultation

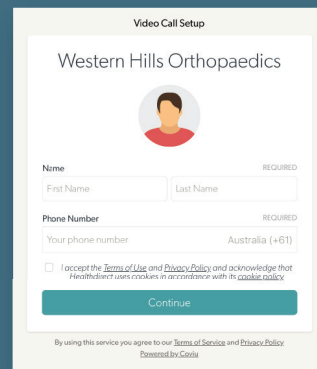
1

Go to the entry point on the service's website and click the **Start Video Call** icon



2

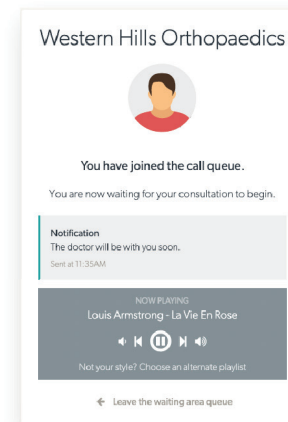
Enter name and phone number when prompted



The screenshot shows the 'Video Call Setup' form for Western Hills Orthopaedics. It features a profile icon placeholder and two input fields for 'Name' (First Name and Last Name), both marked as 'REQUIRED'. Below these are two input fields for 'Phone Number' (Your phone number and Australia (+61)), also marked as 'REQUIRED'. A checkbox is present for 'I accept the Terms of Use and Privacy Policy and acknowledge that Healthdirect uses cookies in accordance with its cookie policy'. A teal 'Continue' button is at the bottom. The footer contains terms of service and privacy policy links.

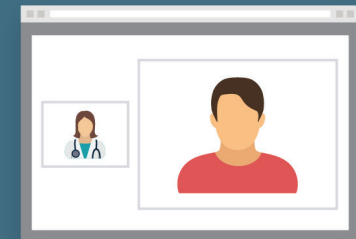
3

Enter the clinic's online **Waiting Area**



4

Clinician arrives and the consultation proceeds



# 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 Version 72+

(Windows, Android, MacOS)



### Apple Safari Version 11.4+

(MacOS, iOS)



### Firefox Version 68+

(Windows, Android, MacOS)

## 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)*

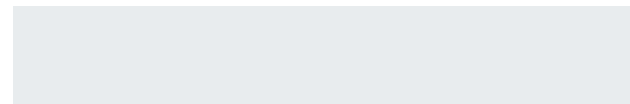
Modem/router working properly?

*(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:



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

[videocallsupport@healthdirect.org.au](mailto:videocallsupport@healthdirect.org.au)

Phone: 02 9263 9102