

# Video Call: Troubleshooting

Issues in a call? Click refresh.

 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 74+**  
(Windows, Android, MacOS)

**Apple Safari Version 12+**  
(MacOS, iOS)

**Firefox Version 69+**  
(Windows, Android, MacOS)

**Microsoft Edge Version 79+**  
(Windows MacOS)

**Microsoft Edge Version 44+**  
(Android)

## Still having issues?

If issues persist, please contact your clinic.

### 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.*

## Further troubleshooting

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

**Inspiro Reception: 9738 8801**

**Hours: 8.30am - 5pm**