

# Technical issues – troubleshooting guide

When you join a virtual consultation as a patient, carer, or other participant, it is important that you have good quality audio and video, and your devices are working.

You should test your device(s) prior to starting a myVirtualCare or Pexip consultation.

This guide provides some simple troubleshooting tips for common technical issues.

If you are unable to resolve a technical issue, please advise the health service your appointment is with, as soon as possible.

## Troubleshooting options

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## Issue: Web page not loading

### Plugged in and connected

Check that all your devices are correctly plugged in and that the battery has enough charge.

Check that you are connected to the internet. The cellular data icon  or Wi-Fi icon  should appear in your desktop toolbar or top corner of your mobile device.

You can check your internet by accessing your device network settings.



**Turn off other devices connected to the same Wi-Fi to improve connection.**

### System requirements

Videoconferencing platforms, such as Pexip and myVirtualCare, will only perform as expected in a supported browser.

### Supported browsers

**Apple devices:** Safari

**Windows devices:** Chrome, Firefox, or Edge



If your default internet browser is not a supported browser, you will need to copy and paste the link into a [supported browser](#) rather than clicking on the link.

[Click here to find more information on supported browsers.](#)

## Issue: No audio or video

If your microphone (audio) or camera (video) are not working correctly, you can check your browser settings or change your device.



**If your device is connected to another device via Bluetooth, this may impact on your audio and video quality.**

## Check browser settings

The first time you access a videoconferencing platform, you will be prompted to allow access to your microphone and camera.

When this pop up appears, select **Allow**.

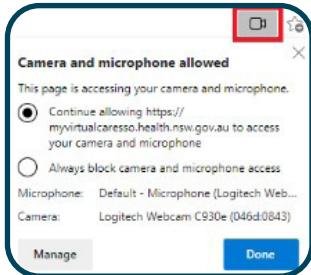


## Windows

If the camera icon in the web page address bar has a red cross, it indicates that your device does not have access to your microphone or camera.



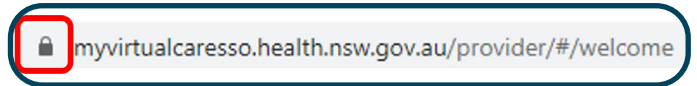
Click on the camera icon and select **'Continue allowing ...'**.



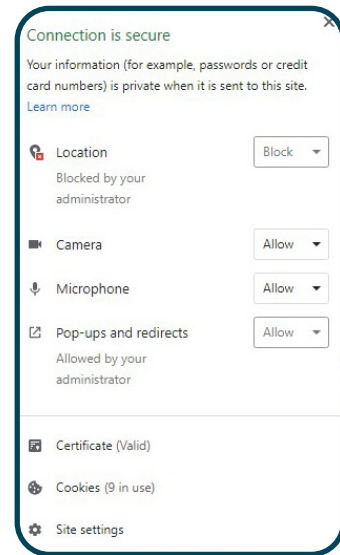
You will need to [refresh](#) the page for the setting changes to take effect.

You can also check the site settings of the browser to see if you have allowed access to your audio and video devices.

In the address field, on the left side of the address, click on the padlock.



This will open a window that shows this site settings. Use the drop-down arrows to ensure camera and microphone access is set to **'Allow'**.

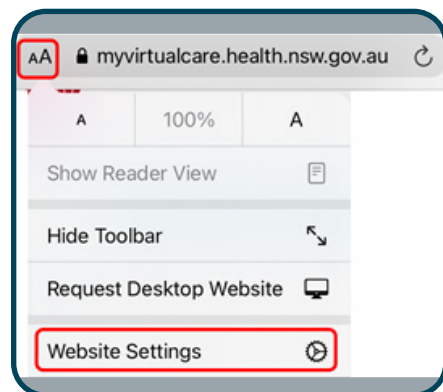


## Apple

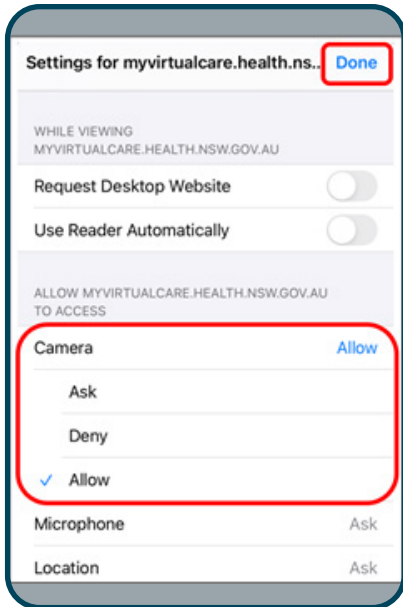
To ensure you have allowed access to your microphone and camera in Apple devices, select the **AA button**, which is in the address bar and select website settings.



**The address bar can be at the top or bottom of screen, depending on your device and version.**



Select **'Camera'** and then select **'Allow'**.  
 Select **'Microphone'** and then select **'Allow'**.  
 Click **'Done'** to save these settings.

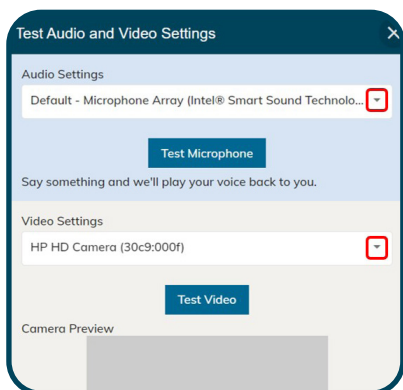


### Change your input source

If you have more than one audio or video source, you can switch devices. This may improve your audio or video.

#### i. myVirtualCare

If you need to change input, in the top bar of your consultation, click **'Audio and Video Settings'** and the below window will open.



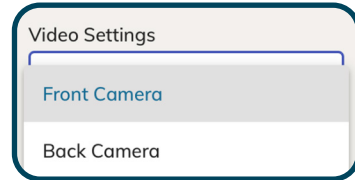
Select different audio or video devices using the drop-down menu.

Click on **'Test microphone'** and speak. You should hear yourself or an echo.

Click on **'Test video'**. You should see yourself in the preview window.



**On mobile devices, you can select the 'Front' or 'Back' camera by using the drop-down options in Video Settings.**

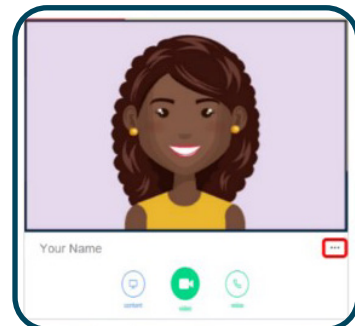


#### ii. Pexip

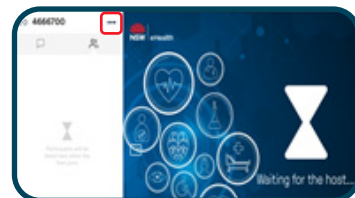
The device settings can be accessed through the user controls. The three dots will open your user controls.



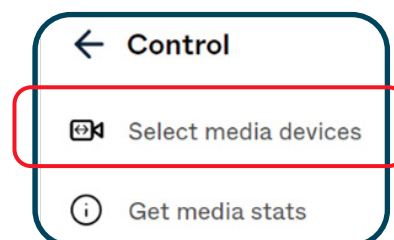
Click the three dots to access user controls when first logging in.



User controls can also be accessed by clicking the three dots on the top right of the side panel when in a call.

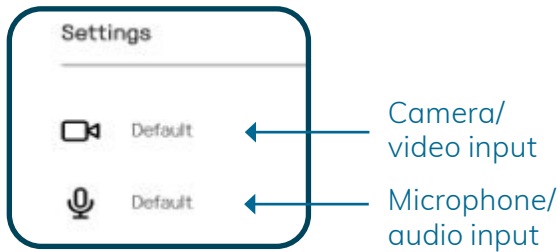


Click **'Select media devices'** in user controls.



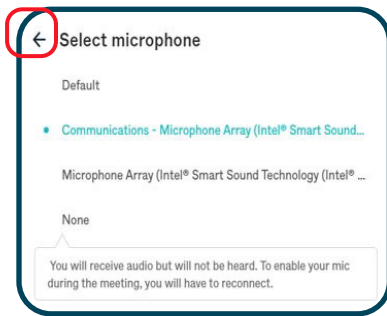
The device settings menu will open.

Select the icon for the input you need to change (audio or video).



Available input sources will be shown.


Click on the input you want and then select the arrow next to **'select'** to return to device settings window.




## Issue: Screen frozen

### Refresh

If the browser is frozen or there is a poor connection, refreshing the browser can reload the webpage and improve the connection.

For Windows, click on the refresh button,  which is found in the top left corner.

For Apple, click the refresh button,  which is found in the address bar.

For Mac, select **Command + R**

myVirtualCare also has a screen refresh button in the top bar that can be used.



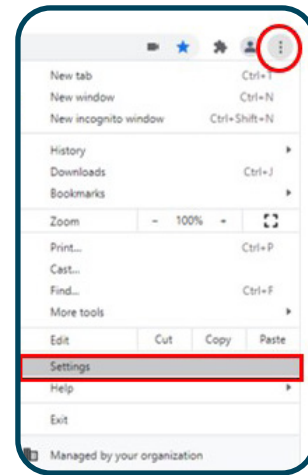
### Clear your cache

Every time you use a browser, it saves information from websites in its cache. This saved information can sometimes cause issues with a browser

functioning correctly. Clearing your cache can fix problems such as webpages not loading correctly.

### Windows

In the top right-hand corner of browser, click on the three vertical dots. Select **'Settings'** (you may need to initially click **'More'** and then settings will present as an option).



In settings menu, on left hand side, select **'Privacy and Security'**.

Select **'Clear browsing data'**.

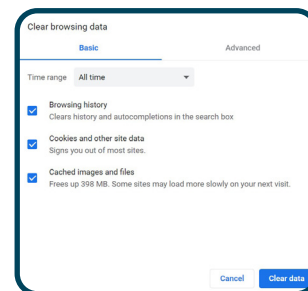
On the Basic tab, ensure the **'Cached images and files'** option is ticked.

On the Advanced tab, ensure the time frame is set to **'All Time'**.



**On the Advanced tab, unticking 'Passwords and other sign-in data' will keep any saved passwords.**

Click **'Clear data'** at bottom of the form.



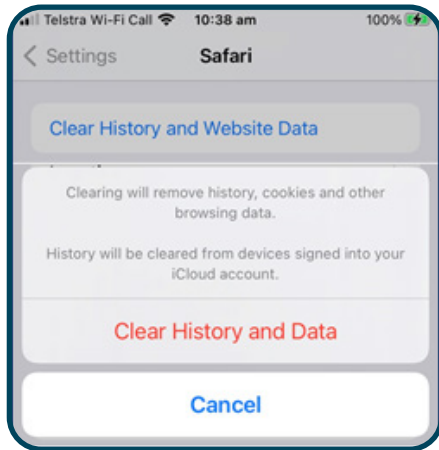
You will need to close all open browsers and reopen the page for the setting changes to take effect.

## Apple

On the home screen, select **Settings**.



Select Safari and then click 'Clear History and Website Data' or 'Clear cookies and data' or 'Clear cookies and clear cache'.



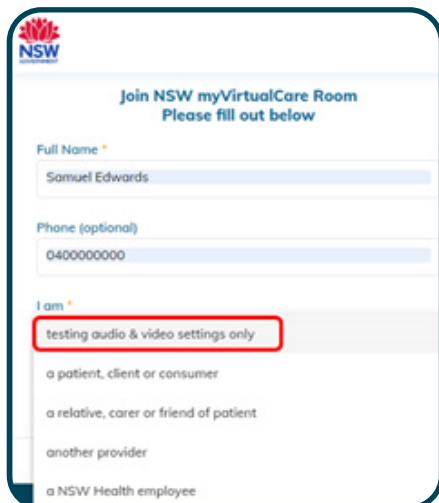
When prompted, confirm you would like to clear history.

## Test equipment prior to myVirtualCare appointment

You can test your devices anytime in myVirtualCare. Open the link that has been provided by your health service in a [supported browser](#).

You will be taken to a landing page and asked to complete your name, phone, and role.

In the drop-down menu for role, select **'testing audio & video settings only'**.

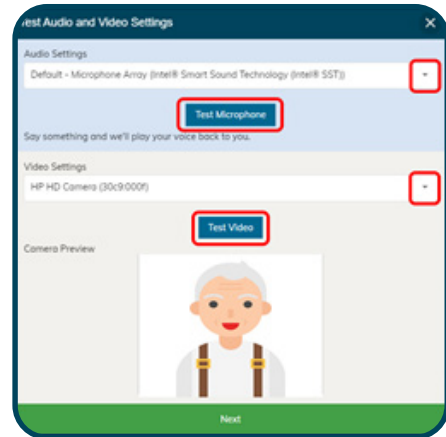


You will be directed to a **'Test Audio and Video Settings'** window as shown.

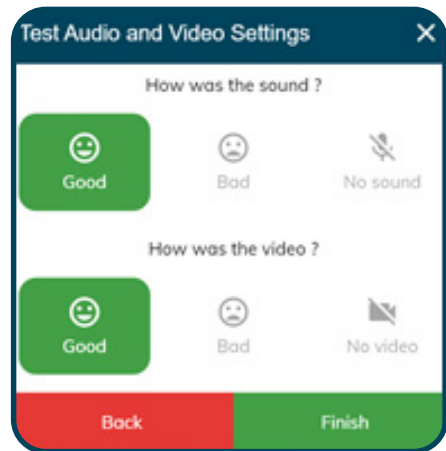
Click on **'Test Microphone'** and speak and you should hear yourself or an echo.

Click on **'Test Video'** and you should see yourself in the preview window.

If required, select different audio or video devices using the drop-down menus.



Click **'Next'** and you will be prompted to rate the results of your audio and video test.



When you click **'Finish'** you will be directed back to the original landing page. From there, you can click **'Next'** to start consultation or simply close the browser.



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