

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



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

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

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

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

Poor image/sound quality?

Connection to Internet okay?
Check speed and latency at 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:

Enter local support contact details here

2. If issues persist local support can contact:

videocallsupport@healthdirect.org.au
Phone: 02 9263 9102

Hardware and software Requirements - As a link

Devices & Operating Systems (Minimum required)

When making calls with Video Call, user devices must meet the following requirements:

Device type	Minimum requirement	Operating system
 Windows computer	2GHz dual-core, i5 processor 3GB of RAM	Microsoft Windows 7 or later
 Apple computer (iMac, Mac Pro, Mac Mini, MacBook, MacBook Air, or MacBook Pro)	Intel 2GHz dual-core, i5 processor 3GB of RAM	MacOS 10.12 (Sierra) or later
 Android tablet or smartphone	Less than two years old, with a front-facing camera	Android 5.1 or later
 Apple iPhone or iPad	iPhone 5S or later, iPad Air or later, iPad Mini 2 or later, iPad Pro	iOS 12 or later

Web Browser Requirements further information

Make sure you are using a supported browser to get the best experience

Users require one of the following web browsers to use Video Call:

• Windows, Android, MacOS	Google Chrome - Version 72 or later
• Windows, Android	Firefox - Version 68 or later
• MacOS, iOS	Apple Safari - Version 12.0 or later
• MacOS, Windows	Microsoft Edge - Version 79 or later
• Android	Microsoft Edge - Version 44 or later

How do I know if I have the latest Browser Version?

Check what version of browser you are using at the below website which will display the name and version of the web browser you are currently using.

<https://www.whatismybrowser.com/>

Internet Connection Requirements (recommended)

Latency (ping)	Recommended less than 150 milliseconds
Download speed	Minimum 0.8 megabits per second / Recommended 1.1 megabits per second or better
Upload speed	Minimum 0.25 megabits per second / Recommended 0.7 megabits per second or better