

Poor Image or Sound Quality?

Within the call, click on  **REFRESH** in the top left corner of your call screen

Using WiFi?

- Try moving closer to the WiFi base station.
- If you are using a shared internet connection with limited speed, ensure no one else in your home is using the internet at the same time you are making a video call.
- Make sure that you have not used all of your internet plan's data allocation for the month. This often results in your internet provider reducing the speed of your service after you've exceeded the data limit.
- The minimum internet speed required is 350Kbps. You can check your internet speed by clicking this link: www.speedtest.net

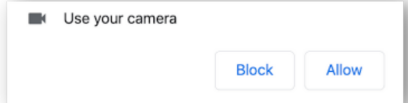
Using Mobile Data?

- Try moving to an area with better reception, you can check how many bars you have on your device.
- Make sure that you have not used all of your internet plan's data allocation for the month. This often results in your internet provider reducing the speed of your service after you've exceeded the data limit.

Can't See?



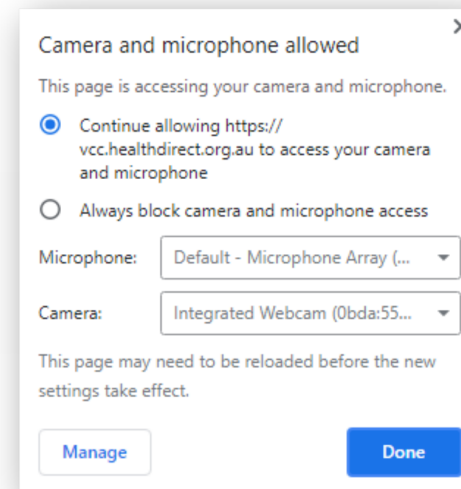
When connecting to Healthdirect Video Call, be sure to click ALLOW when prompted.




If using an external webcam, ensure it is securely plugged in.



Using a CHROME browser?




Click on the camera icon  in the call screens address bar, ensure the correct camera has been selected and allowed.

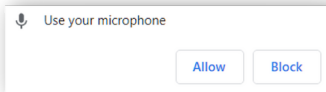



There may be other applications using the camera, e.g Skype, Zoom, Webex. Quit these applications and restart your computer/device.

Healthdirect Video Call Troubleshooting


Others Can't Hear you?

 When connecting to Healthdirect Video Call, be sure to click ALLOW when prompted.

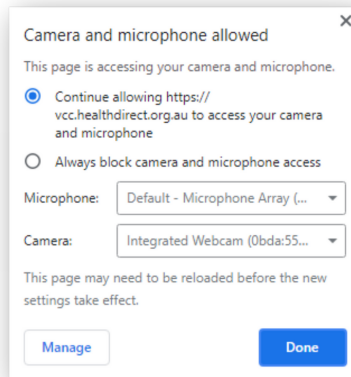



 If using an external microphone or headset, ensure it is securely plugged in.

 Using a CHROME browser?


Click on the camera icon  in the call screens address bar.


Ensure the correct microphone has been selected and allowed.





 There may be other applications using the camera, e.g Skype, Zoom, Webex. Quit these applications and restart your computer/device.

Can't Hear Others?

 If using built in speakers, check the volume is up. This is usually in the bottom left corner for a Windows PC, top right corner of a Mac, or the side buttons of a tablet or phone.

 If using external speakers/headset, check they are securely plugged in and turned on.

 Within the call, click on SETTINGS. Check the correct speaker/headset has been selected.

 Can you hear an echo?

Move your speakers further away from your computer and reduce the volume, or try using a headset.

Can't Connect?

 Using WiFi?

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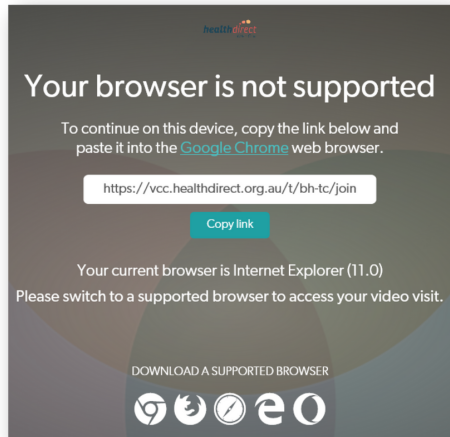
 Using Mobile Data?

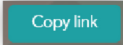
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Health Direct Video Call Troubleshooting


Browser Not Supported?


If your browser is not supported, you will see this message:





- Click on 
- Open the recommended browser for your device (see image right), and paste the link into the address bar.


 <https://videocall.direct>


 iPhone / iPad


 Apple Safari Version 12+


 Google Chrome Version 80+


 Mac OS

 Apple Safari Version 12+


 Google Chrome Version 80+


 Microsoft Edge Version 80+


 Personal Computer (PC)


 Google Chrome Version 80+


 Firefox Version 75+

 Microsoft Edge Version 80+

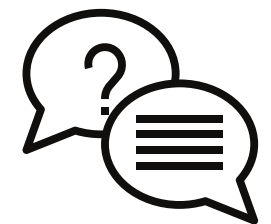
 Android Phone / Tablet

 Google Chrome Version 80+

 Firefox Version 75+

 Microsoft Edge Version 80+

Still Having Trouble?



Still having trouble?

**Call Barwon South West
Telehealth Support
(03) 4215 1230**

or click on the link below:

**Healthdirect Video Call
Resource Centre**

