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**

Google Chrome Version 72+
(Windows, Android, MacOS)

Apple Safari Version 11.4+
(MacOS, iOS)

Firefox Version 68+
(Windows, Android, MacOS)

Still having issues?

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**

Contact your local support:

Digital Solutions Support
Phone: (02) 5124 5000

🎤 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.

If issues persist local support can be contacted:

Email: Videocallsupport@healthdirect.org.au
Phone: (02) 9263 9102