Tip Sheet 💡

Troubleshooting Audio & Video for Telemedicine Visits

This tip sheet will explain how to troubleshoot audio and video issues during telemedicine visits.

Overview

- There are two ways to join a telemedicine visit - joining via computer or mobile device. Follow these sections to test your audio before or after your visit.
- Special Note:
  - Patients need to make sure they have stopped or turned off all streaming or gaming services for the device they're using for their visit.
    - Streaming: Netflix, Hulu, Amazon Video, etc.
    - Gaming: Xbox, PlayStation, Nintendo, online computer gaming (Steam), etc.

Prerequisites

- Microphone, such as a built-in computer microphone, a USB microphone or an inline microphone with headphones.
- Speaker or headphones.

For Computers (⊞Windows or Mac)

1. Before joining the visit, click the link to test your hardware.
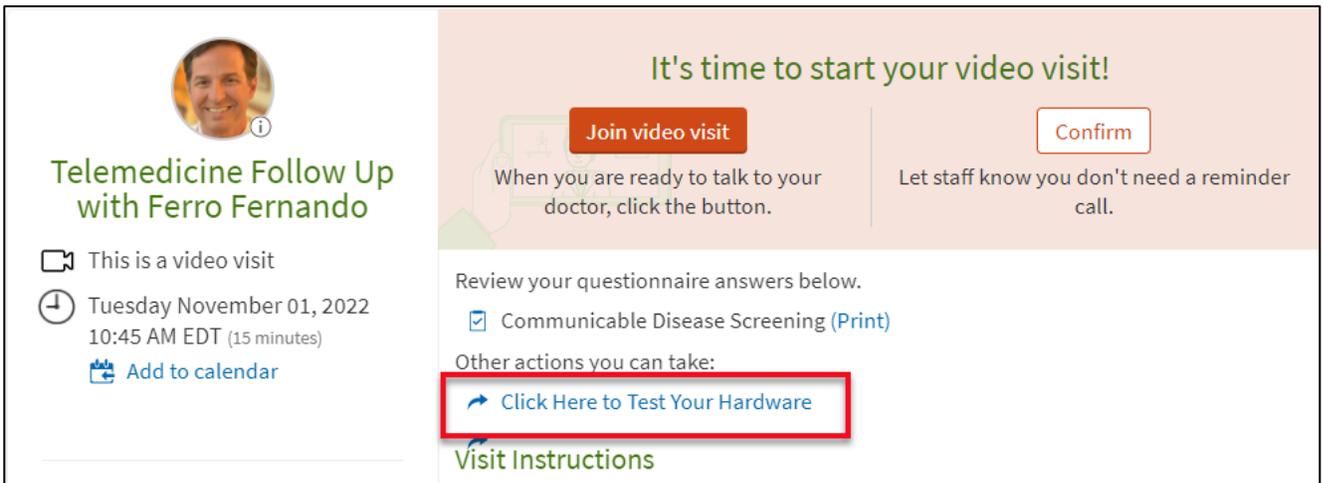
2. You will receive the below popup, click **Continue.**
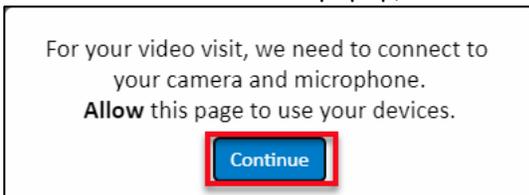
3. If prompted, you may need to allow telehealth.epic.com to access your microphone and camera for the call. Click **Allow.**
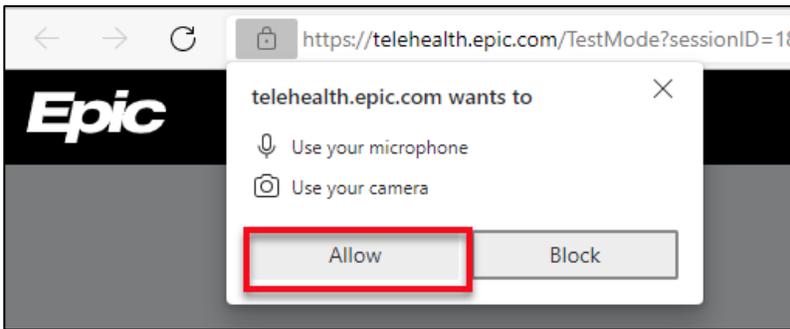
4. The Hardware Test window will open.
    a. Devices that were successfully tested will have a green checkmark.
    b. If multiple microphones are detected, click the drop down to select the microphone .
    c. To test the speaker, click **Test Speaker.**
    d. To run the tests again, click **Test Again.**
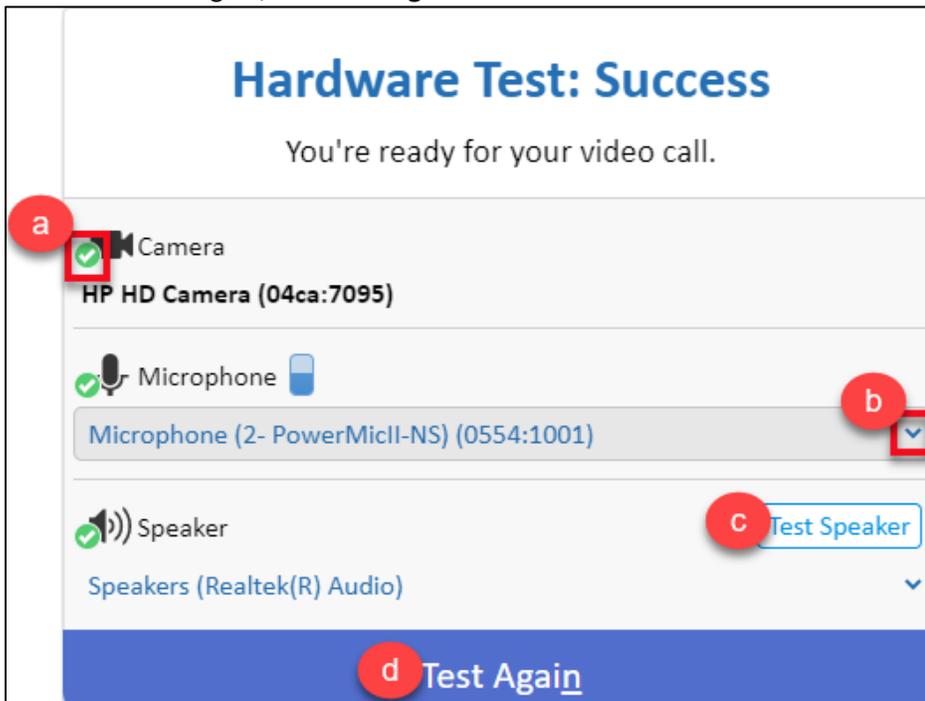
5. To exit the Hardware Test, click the **X** on the browser tab.
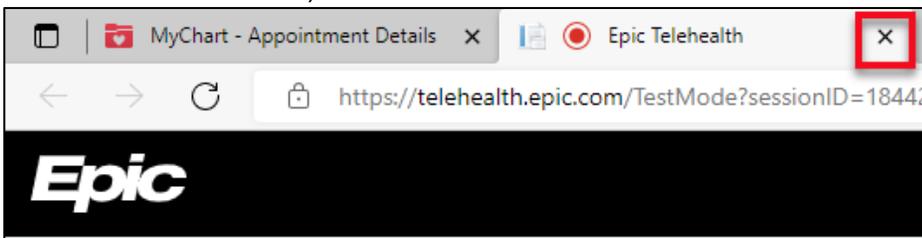
While using the Mobile App

1. When you launch a telemedicine visit, you will see three prompts.
    a. *Popup blocked* - Click **Launch** to continue with the visit.

Popup blocked

This action was blocked by your popup blocker. Would you like to open the link?

[Launch]

[Cancel]
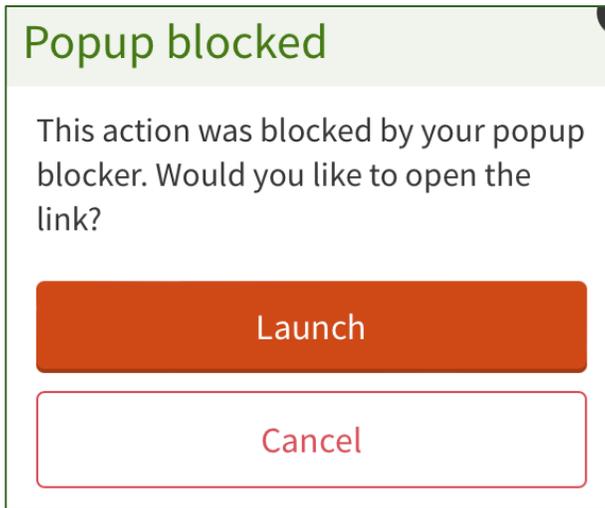
b. *For your video visit, we need to connect to your camera and microphone. Allow this page to use your devices*. Click **Continue.**

For your video visit, we need to connect to your camera and microphone.
Allow this page to use your devices.

[Continue]
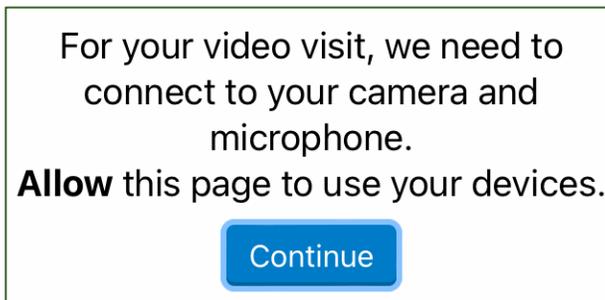
c. *"telehealth.epic.com" Would Like to Access the Microphone and Camera.* Click **Allow.**

"telehealth.epic.com" Would Like to Access the Microphone and Camera

Cancel | Allow
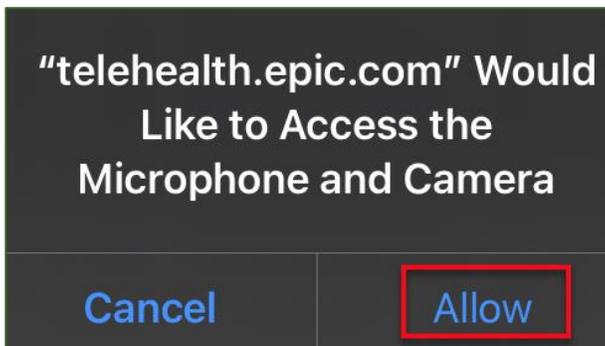
Troubleshooting After Starting the Visit

1. If the provider says they can't see your face (and/or your screen is black) please review the following:
   a. If using a computer:
      - Look to the upper right corner of your screen and check to make sure the [camera icon] camera option doesn't have a red line through it. If it does, click the camera icon.
      - Make sure your webcam is turned on, or if you have a cover on a laptop camera that it is open.
   b. If using a mobile device:
      - Look at the top of your screen and check to make sure the [camera icon] Camera option doesn't have a red line through it.
      - If it does, click the camera icon.

- You may be prompted to "Allow" access to the camera.
- c. If the provider still has issues seeing or hearing you, click the lock in the web browser.
  - Make sure both the microphone and camera are set to **Allow**.
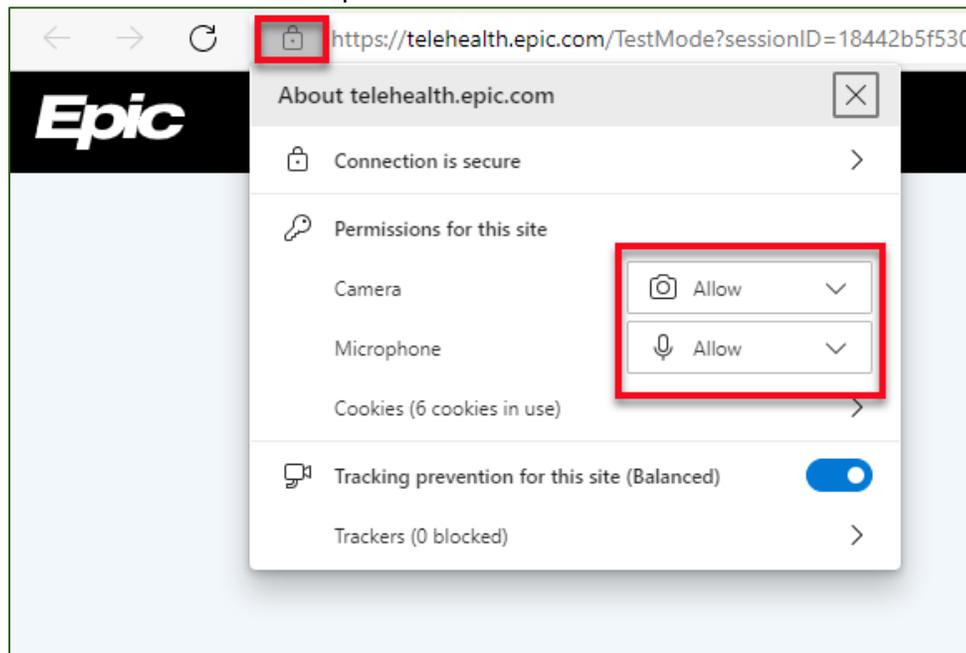
2. If using a mobile device, you can also check whether or not the audio is turned on and working properly.
   - a. Check the top of the screen to make sure the microphone does not have a red line through it.
   - b. If a red line does appear, click the microphone icon.