

# Technical help guide



## Health Assessment Advisory Service

### If you can't hear others, there may be an issue with your speakers/headset:

- Check that your volume is set to a level you can hear
- Check that any external equipment is plugged in securely
- Check that any equipment requiring power is switched on
- Check your computer or device audio settings particularly if there is an echo

### If you can't see others, there may be an issue with your camera:

- Check that any external equipment is plugged in securely
  - Check that any equipment requiring power is switched on
  - If you have other software using the camera, for example Skype, try rebooting your device
  - If there is a firewall on your device that is blocking video stream, speak to the person who looks after your firewall
  - Check that your web browser is using the correct camera and that you've allowed access to it:
- > On Chrome you can click the camera icon in the call screen's address bar. First check access and then select camera.
- > On other browsers, access your privacy settings, find browser settings and then allow access for camera.

### If others can't hear you, there may be an issue with your microphone:

- Check that any external equipment is plugged in securely
  - Check your computer or device audio settings
  - If you have other software using the microphone, for example Skype, try rebooting your device
  - Check that your web browser is using the correct microphone and that you've allowed access to it:
- > On Chrome you can click the camera icon in the call screen's address bar. First check access and then select microphone
- > On other browsers, access your privacy settings, find browser settings and then allow access for microphone

### If your video or sound is poor quality, there may be an issue with your internet connection:

- Check that your internet connection is ok by visiting [www.speedtest.net](http://www.speedtest.net) and reviewing your connection speed
- Check that other people using your internet connection are not using lots of bandwidth, for example watching Netflix or YouTube
- Check that your modem and router are working properly
- Try to get as close as possible to the wireless network access point



### Make sure you have the minimum spec for equipment:

#### Desktop

Browser	Minimum browser version	Minimum operating-system version
Apple Safari	15	macOS 10.15
Google Chrome	80	Windows 10 / macOS 10.15
Microsoft Edge	109	Windows 10

For the most reliable video call experience, we recommend the following minimum hardware requirements.

- **Individual appointment** - 2GHz dual-core i5 processor with 4GB of RAM
- **Group consultation** - 2.7GHz quad-core i5 processor with 8GB of RAM

#### Mobile

Browser	Minimum browser version	Minimum operating-system version
Apple Safari	15	iOS 15
Google Chrome	120	Android 8.0 (Oreo)

#### Tablet

Browser	Minimum browser version	Minimum operating-system version
Apple Safari	15	iPadOS 15
Google Chrome	120	Android 8.0 (Oreo)

### Make sure you have the latest version of the relevant browser:



How can I check the version of my browser? [www.whatismybrowser.com](http://www.whatismybrowser.com)