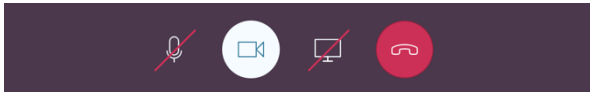


# NORTH CANBERRA Osteopathy Telehealth Troubleshooting Guide

This guide aims to help address some of the more common problems you might experience during a call!

## I can't hear my practitioner.

If you can't hear your practitioner, chances are that either *their* microphone is turned off, or your computer's volume isn't on. Use the chat tool (there's a little 'chat' icon in the upper-right corner of your screen) to double-check with your practitioner that their microphone is working. If it is, try checking the volume on your computer.



## My practitioner can't hear me.

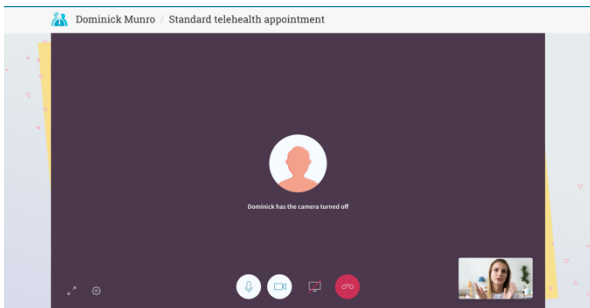
If your practitioner can't hear *you*, then it's likely that either *your* microphone isn't on, or their volume is off. We'd recommend

first checking your microphone. On your screen, is there a line through the little microphone icon?

If there *is*, then press it—the line should disappear and your practitioner should be able to hear you!

If there's *no* line, then it means your microphone is working, your practitioner may need to turn up their volume.

Again, the chat tool can be used to communicate while you're trying to figure out the sound.



## I can't see my practitioner.

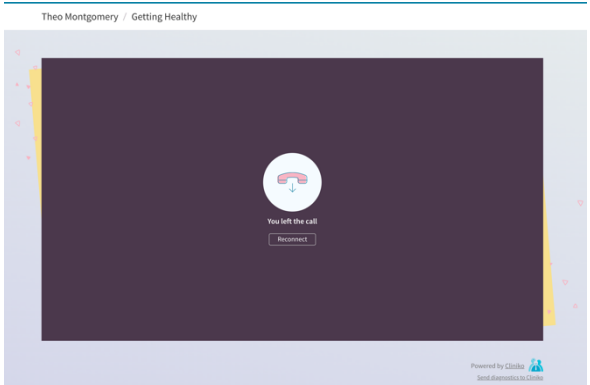
If your practitioner has their camera turned off, you'll see something like this:

Ask them to double-check that the camera icon on their screen doesn't have a line through it! If it *does*, they'll need to press that icon to get their camera to turn on.

## My practitioner can't see me.

If your practitioner can't see *you*, the first thing to check is that your camera is turned on! Have a look at the camera icon on your screen—if there's a line through it, press it, and this should turn it back on.

If that doesn't work, it might be that your browser isn't 'allowing' your camera to turn on (there would have been a prompt when you *joined* the call, asking if you would allow your browser to access your camera and microphone). At this point, it's best to look at your video settings. Press the little 'cog' icon in the lower-left corner. This will open up a small box with your video settings. Use the drop-down menus under 'Camera' and 'Audio' to have a look at your settings.



## I accidentally closed my browser! How do I reconnect to the call?

Not to worry! Just find your confirmation email or reminder—the one with the link that said 'Join appointment'. That'll bring you back to the call!

## I accidentally hung up! How do I reconnect?

Just press the **Reconnect** button, and that'll bring you right back in!

## I'm getting a message that says my browser isn't supported. What does this mean?

While telehealth consultations are supported by *most* browsers, if you're using something a little older, you might get this message. For your telehealth appointments, we recommend using either Firefox or Chrome.

\*If your troubleshooting query hasn't been addressed in this guide, please contact our Admin team for support.