


# Healthdirect Video Call Trouble During a Call

## 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](http://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?

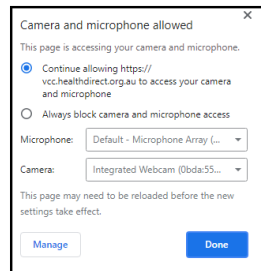
When connecting to Healthdirect Video Call, be sure to click ALLOW when prompted.



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

### Using a CHROME browser?

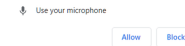
Click on the camera icon  in the call screens address bar, ensure the correct camera has been selected and allowed.



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


## Others can't hear you?

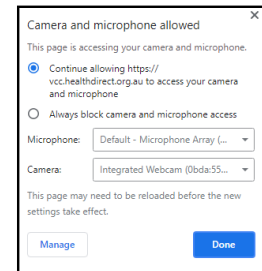
When connecting to Healthdirect Video Call, be sure to click ALLOW when prompted.



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

### Using a CHROME browser?

Click on the microphone 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.



Still having trouble?

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

or click on the link below:

**[Healthdirect Video Call Resource Centre](#)**

# Health Direct Video Call Trouble Connecting

Can't connect?



Using WiFi?

- Try moving closer to the WiFi base station.
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- 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](http://www.speedtest.net)



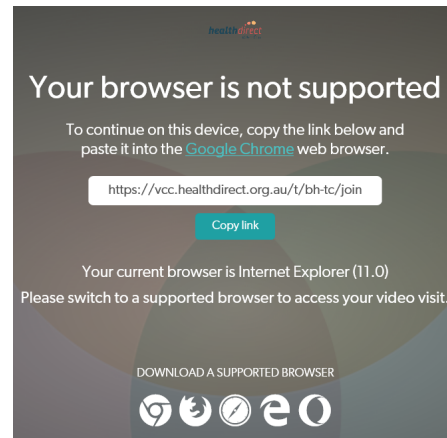
Using Mobile Data?

- 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.

Browser Not Supported?

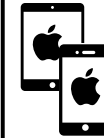


If your browser is not supported, you will see this message:



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

<https://videocall.direct>



iPhone / iPad



Firefox Version 82+



Google Chrome Version 84+



Microsoft Edge Version 46+



Apple Safari Version 12+



Mac OS



Google Chrome Version 84+



Microsoft Edge Version 84+



Apple Safari Version 12+



Android  
Phone / Tablet



Firefox Version 82+



Google Chrome Version 84+



Microsoft Edge Version 46+



Personal  
Computer  
(PC)



Firefox Version 82+



Google Chrome Version 84+



Microsoft Edge Version 84+