

Telehealth (Video call) Troubleshooting

If you have not already tested your device, use the below link

[Click to test if my device is suitable for Telehealth](#)

Has your Test call failed?

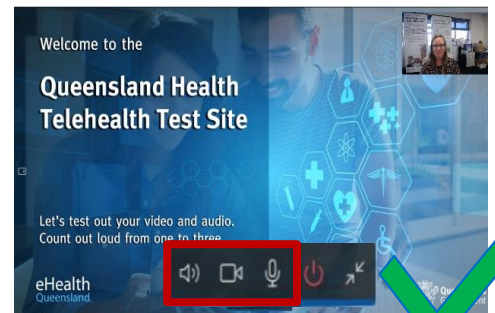
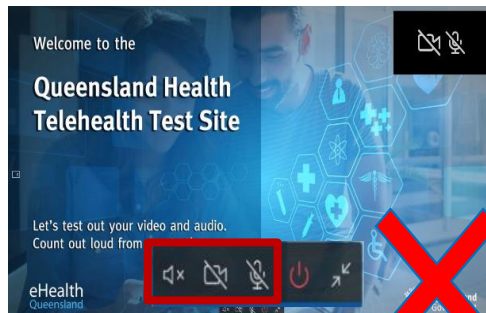
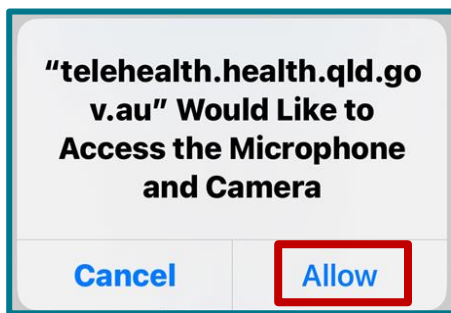
If you could not hear and see yourself in the test call, follow the below steps.

Did you allow your microphone and camera?

- Please select 'Allow' when you see a pop-up window
- For clear sound, use headphones or earphones. Please connect them before your appointment starts.

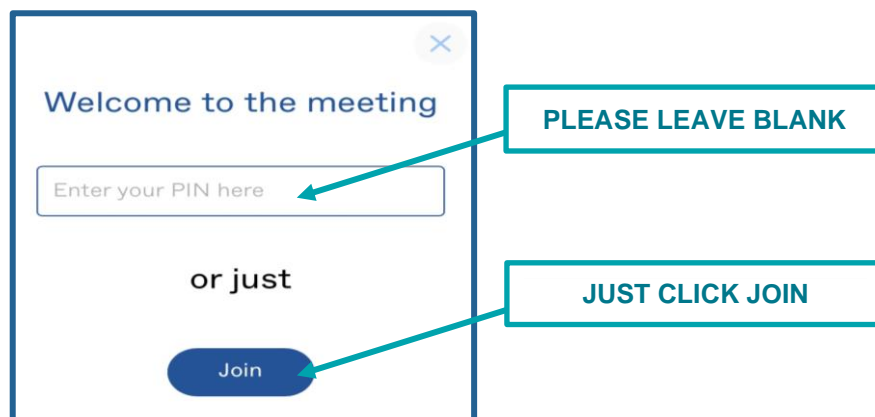
Check your

- Camera is on
- Microphone is not on mute
- Volume is turned up. (Example pictures below)



Were you asked for a PIN number?

If asked for a PIN, you do not need one, just click 'Join.'



What if I still need help?

The Telehealth Service Desk is available from 7:45am-5:00pm - Monday to Friday to support patients having technical issues. They can be reached on **1800 066 888**.