

Telehealth (Video call) Troubleshooting

This is an Easy Read guide.

It is about using **telehealth**.

Telehealth is when you use video calling to get health care.

We explain how to

- check if you can do a video call
- manage problems with your video call.

Have you tested your device?

First test your device to see if you can make a video call.

Use this link to test your device.

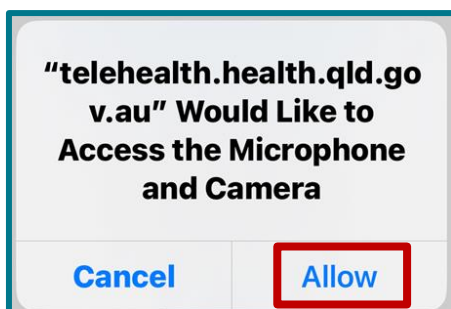
[Click to test if my device is suitable for Telehealth](#)

Has your Test call failed?

If you could not hear or see yourself in the test call, follow these steps.

Did you allow your microphone and camera?

Choose 'Allow' when you see a pop-up window.

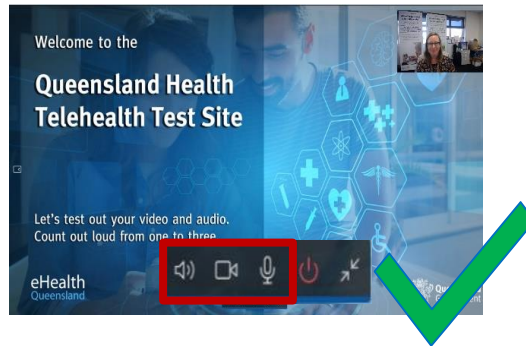


Use headphones or earphones to get clear sound.

Connect your headphones before your appointment starts.

Check that your

- camera is on
- microphone is not on mute
- volume is turned up.



Were you asked for a PIN number?

You do not need to use a PIN number.

You can just click 'Join.'

A screenshot of a 'Welcome to the meeting' dialog box. It contains a text input field labeled 'Enter your PIN here' and a blue 'Join' button. Two callout boxes with arrows point to the dialog: one points to the PIN field with the text 'PLEASE LEAVE BLANK', and the other points to the 'Join' button with the text 'JUST CLICK JOIN'.

What if I still need help?

Contact the Telehealth Service Desk for support

- from 7:45 am to 5:00 pm
- Monday to Friday.

Call **1800 066 888**.