TIP SHEET No.3

Troubleshooting: Videoconferencing

Before commencing a digital service delivery with a consumer, you should discuss alternative plans in case of technological issues. This tip sheet provides some troubleshooting ideas for consideration. This will help you remain calm and professional and hopefully minimise the impact of technological difficulties on the quality of service you provide.

Issues with sound or video

If you experience issues with sound, try the following:

- Make sure that you are not on mute

- Make sure that you have granted permissions for the browser to use the camera and the microphone

- Check to see if your computer is using the correct audio device

- Try using a headset or speakers to confirm your computer can play audio

- Close any open media players (Spotify, Facebook, etc.) that may be controlling your speakers

- Clear your browser cache and reopen the site

- Make sure that any security software you have installed on your computer or browser is not blocking access to your webcam or microphone

- When you have checked or altered settings, restart your computer.

Connectivity issues

Note that the person experiencing a connectivity issue typically notices it less than the other parties. If you receive notifications about poor connectivity, make sure to ask the consumer if they are experiencing any issues.

Here are some options in case of poor internet connectivity:

- Reduce the quality of your video call

- Close any other programs using the internet

- Switch to a different connection

- Slow the pace of your conversation to reduce talking over one another

- If you are working from home, check whether other members of your household are using the internet

- Turn off the video or switch to your back-up plan

- Move closer to your router

- Clear your browser cache

- Refresh the page on your browser

- Restart the browser

- Try a different supported browser

- Restart your computer.

Further resources

- healthdirect Video Call: Troubleshooting: this guide has minimum requirements for different devices, browsers, etc.

- Communicating effectively online: a guide for health professionals. University of Queensland Communicating Effectively Online: A guide for health professionals