Telehealth Troubleshooting

- The other person can't hear me
- I can't hear the other person
- The other person can't see me
- I can't see the other person
- I hear an echo
- The video is lagging or freezing
- I got disconnected

THE OTHER PERSON CAN'T HEAR ME

If the other person can't hear you, it's possible that there is a problem with their speaker but in many cases, it is a microphone or internet connection issue on your end.

TIP 1: TRY A REFRESH
- Refresh (sometimes called reload) your web browser by clicking the circular arrow next to the address bar. Additional ways to refresh your web browser include:
- On a Windows computer, press the "F5" key on your keyboard.
- On a Mac computer, press and briefly hold the "⌘ Cmd" and "R" keys on your keyboard.
- On most mobile web browsers, touch near the top of the screen and "pull down."
- If you are using the Mend Telemedicine App on a mobile device, close the app and re-open it, then join your visit again.
- If you are prompted to "Allow" or "Block" your microphone, make sure to select "Allow"

TIP 2: TEST YOUR MICROPHONE
- Click the Mend Connection Test Link.
- If you do not pass the microphone section of the test, follow the instructions in our Connection Test article.

TIP 3: IMPROVE YOUR INTERNET CONNECTION
- If you are using cellular data, switch to WiFi. If no WiFi is available, try positioning yourself near a window for a stronger signal.
- Close any additional windows, tabs, or applications you are not using.
- Pay special attention to closing any other video chat applications, such as FaceTime, Skype, Google Hangouts, Zoom, or Facebook Messenger. These can cause issues, even if they're just running in the background.
- If available, try plugging directly into your modem with an ethernet cable for a wired connection.
- Enable "Resource Optimization Mode" within the video visit by clicking the cog "Settings" icon on the right side of the screen and toggling the Resource Optimization Mode button to the ON position. This will optimize your device's resource consumption for a successful video connection.

TIP 4: FULL DEVICE RESTART
Has it been a while since you last restarted your device? Sometimes a full restart is all it takes.

TIP 5: TRY A DIFFERENT DEVICE
Do you have another device equipped with a camera, microphone, and internet you can try? If you are on your computer, try switching to your mobile device or vice versa.

I CAN'T HEAR THE OTHER PERSON

If you can't hear the other person, they may be having an issue with their microphone or internet connection, or it's possible there is something wrong with the audio output on your device.

TIP 1: TRY A REFRESH
- Refresh (sometimes called reload) your web browser by clicking the circular arrow next to the address bar. Additional ways to refresh your web browser include:
- On a Windows computer, press the "F5" key on your keyboard.
- On a Mac computer, press and briefly hold the "⌘ Cmd" and "R" keys on your keyboard.
- On most mobile web browsers, touch near the top of the screen and "pull down."
- If you are using the Mend Telemedicine App on a mobile device, close the app and re-open it, then join your visit again.

TIP 2: TEST YOUR AUDIO
- Let's make sure your device is producing audio. Click the Mend Connection Test link here.
- If you do not pass the audio section of the test, follow the instructions in our Connection Test article.

TIP 3: LET US HELP
    If you cannot see the other person but they can hear you, you may want to encourage them to click the "Need Help?" button on the Mend website or the "Tech Help" button in the Mend Telemedicine App so we can help them directly. Or, send them here so they can read the "The other person can't hear me" section!

THE OTHER PERSON CAN'T SEE ME

If the other person can't see you, it's possible there is something wrong with their video output, but in most cases, this indicates a camera or internet connection issue on your side.

If your internet connection is not strong enough to support a full video visit, we will automatically switch you to "audio only" so you can continue the visit without being interrupted while we attempt to recover the video feed. You might see this called "audio fallback," and you may be more likely to experience it in group video visits.

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- On a Mac computer, press and briefly hold the "⌘ Cmd" and "R" keys on your keyboard.
- On most mobile web browsers, touch near the top of the screen and "pull down."
- If you are using the Mend Telemedicine App on a mobile device, close the app and re-open it, then join your visit again.
- If you are prompted to "Allow" or "Block" your camera, make sure to press "Allow"
- If you are using Safari and you are NOT prompted to allow your camera, please go to "Settings" in your device, search for "Safari," and manually set the camera setting to "Allow."

TIP 2: TEST YOUR CAMERA
- Let's make sure your camera is connected and working. Click the Mend Connection Test link here.
- If you do not pass the camera section of the test, follow the instructions in our Connection Test article.

TIP 3: IMPROVE YOUR INTERNET CONNECTION
- If you are using cellular data, switch to WiFi. If no WiFi is available, try positioning yourself near a window for stronger signal.
- Close any additional windows, tabs, or applications you are not using.
- Pay special attention to closing any other video chat applications, such as FaceTime, Skype, Google Hangouts, Zoom, or Facebook Messenger. These can cause issues, even if they're just running in the background.
- If available, try plugging directly into your modem with an ethernet cable for a wired connection.
- Enable "Resource Optimization Mode" within the video visit by clicking the cog "Settings" icon on the right side of the screen and toggling the Resource Optimization Mode button to the ON position. This will optimize your device's resource consumption for a successful video connection.

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Has it been a while since you last restarted your device? Sometimes a full restart is all it takes.

TIP 5: TRY A DIFFERENT DEVICE
Do you have another device equipped with a camera, microphone, and internet you can try? If you are on your computer, try switching to your mobile device or vice versa.

I CAN'T SEE THE OTHER PERSON

If you can't see the other person, it's possible they may be having an issue with their camera, or they may have a poor internet connection. By default, you should always see the other user in your visit if they are successfully connected to the visit. You may sometimes see the following instead:

- Red "Exit" Symbol: The user is still connected, but they have navigated to another screen on their device.
- Green Audio Symbol: When five or more users are connected to a group video visit, their video feed will be suspended for in mobile view to conserve bandwidth.
- If Active Speaker is OFF, you can select a user's initials to bring their complete video feed to the center of your screen.
- If Active Speaker is ON, this will happen automatically when each user begins speaking.
- Red Crossed-Out Camera: The user has intentionally disabled their camera.
- Black Screen: The user's internet quality is poor or fluctuating, so Mend has dropped their feed to "audio only" while we attempt to recover their video feed. This is called "audio fallback," and it is an intentional feature to allow you to continue the session while the issue is resolved.

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I HEAR AN ECHO OR FEEDBACK
Echo can be caused by internet connection strength or by the interaction between your microphone and audio output.

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TIP 2: CHECK YOUR AUDIO
An echo can occur when if microphone is picking up sound from your speakers. Try turning down the volume or connecting headphones to your device to see if this is causing the issue.

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- Enable "Resource Optimization Mode" within the video visit by clicking the cog "Settings" icon on the right side of the screen and toggling the Resource Optimization Mode button to the ON position. This will optimize your device's resource consumption for a successful video connection.

THE VIDEO IS LAGGING OR FREEZING
Video lag or freezing is caused by poor or fluctuating internet connection on one or both sides of the visit. Mend accommodates for this in most cases by switching to "audio only" when internet connection is poor, however you may still occasionally have some video-related issues as we attempt to recover the video feed.

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I GOT DISCONNECTED

That's okay! Unless the appointment is checked out by the provider, the secure link and code for the appointment are still active and you may rejoin.

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