

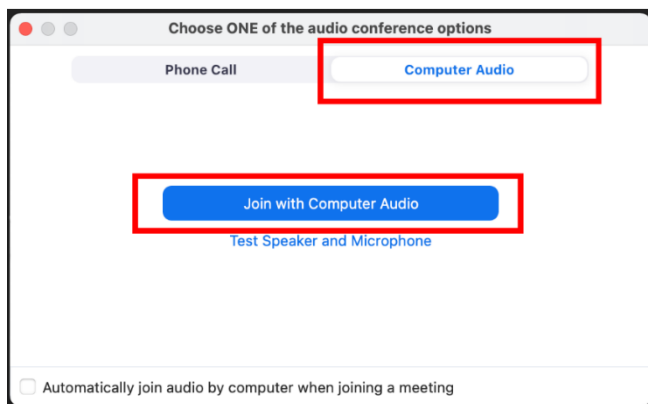
Quick Tips when Audio or Video is not working

The tips below can help fix the most common audio and video connection issues in your telemedicine visit. If you get stuck on any item, call the Patient Support Helpdesk at **(206)-520-5151**.

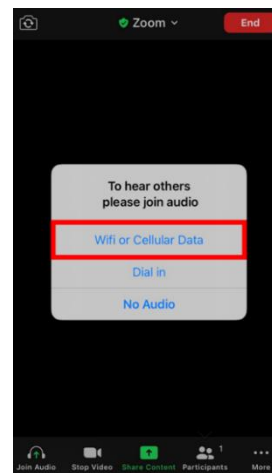
Troubleshooting Speaker issues

If you cannot hear the provider in the Zoom visit, follow these steps:

- When joining the visit, use your microphone and speaker for audio. *“Computer Audio”* and click *“Join with Computer Audio.”*

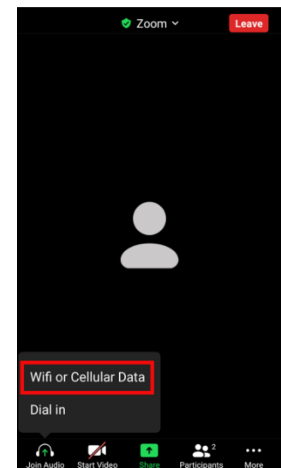


Computer



iPhone/iPad

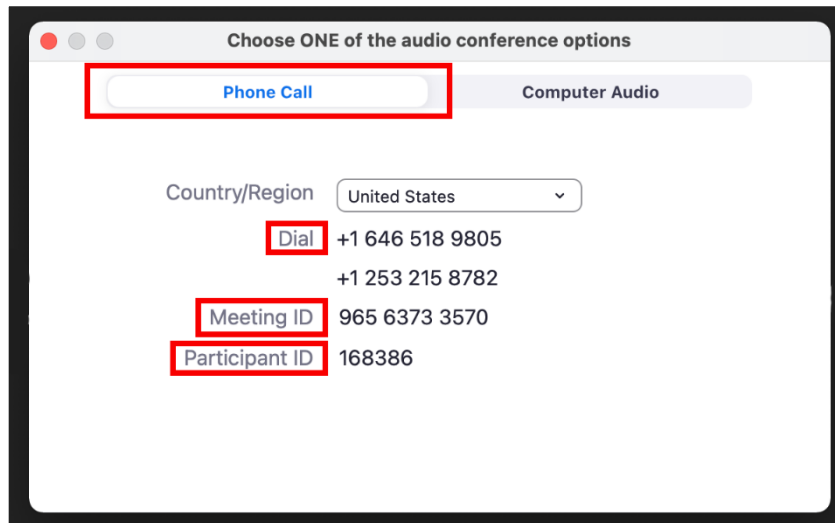
computer
Choose



Android phone/tablet

- If you are using your phone for audio, choose “Phone call,” and a list of numbers will appear.
 1. Pick any number from the “Dial” section to call using your phone.
 2. You will be asked to enter the meeting ID. Enter the number listed in the “Meeting ID” section, then press # (pound).

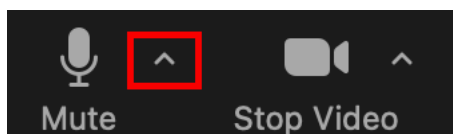
3. You will be asked to enter the participant ID. Enter the number listed in the “Participant ID” section, then press # (pound).




- Increase the volume on your mobile device using the volume button or notification panel. Even if the speaker is turned on in Zoom, your device’s volume might be set to mute.
- Try using earphones.

Troubleshooting Microphone issues

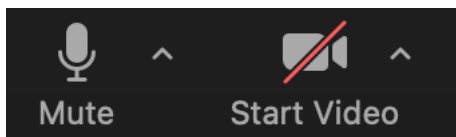
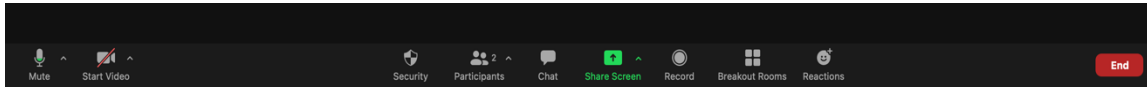
- If your microphone is not working, click the tiny up arrow next to the mute icon on the toolbar. You will see a list of microphones and speakers. Select the microphone and speakers that you are using for your visit.



- Ensure you have connected your mobile device's audio. If you see the following **Join Audio**  icon in the meeting controls, tap it and select Call Over Internet. If prompted, allow Zoom to access your microphone.
- Try using earphones with a microphone.

Troubleshooting Video issues

- If your video is not turned “on,” your provider will not be able to see you. If there is a red line through the microphone icon, click the icon so the red line disappears. This will turn on your camera.



Technical problems may happen – it is okay. Let your provider know if you cannot see or hear them. If your video or audio does not work, the provider will call you and finish the visit through the phone call.