Technical Support for Televisits

If the information on this page does not help with your IT connectivity issue, please call our office to schedule an in-person appointment. We cannot make changes to your device; we can only suggest some troubleshooting items and help you navigate your device.

Televisit Requirements:

- Web Camera or Camera on a smart phone. Most mobile devices/tablets/laptops will have an integrated camera. Most desktops will require an external Web camera that uses a USB connection. Please ensure the camera is securely plugged in. Go to your control panel or settings to look for the web camera under devices. This will allow you to test its connection.
- Microphone (external or internal). For external microphones that use a USB connection, please ensure the microphone is securely plugged in. Go to your control panel or settings to look for the microphone under devices. This will allow you to test its connection.
- Speakers (external or internal). Check your speaker volume. For external speakers, make sure you are securely connected and the volume control is turned on. Under control panel or settings, you can test the volume of the speakers.

iPhone/iPad

1. Use the native Safari browser (NOT IN PRIVATE MODE) to avoid technical issues. Safari icon looks like a blue compass with a red/white needle.
2. Close all other apps on your phone.
3. Make sure the device is plugged into a power source, as the call will drain the battery.
4. Make sure you have allowed the use of the Camera and Microphone in your browser settings.
   a. Go to the settings icon on your device.
   b. Scroll down until you see the Safari app.
   c. Tap on the Safari app.
   d. Scroll down to click on the Camera and Microphone.
   e. Allow access to both Camera and Microphone.
5. Allow the use of the Camera and Microphone for the Televisit application. These are separate permissions from the browser setting permissions.

Android Device/Tablet

1. Use the Chrome Browser (NOT IN PRIVATE MODE) to avoid technical issues. Chrome icon looks like a Green, Red, and Yellow circle.
2. Close all other apps on your phone.
3. Make sure the device is plugged into a power source, as the call will drain the battery.
4. Make sure you have allowed the use of the Camera and Microphone in your browser settings.
   a. Go to the settings icon on your device.
   b. Tap on Apps & Notifications.
   c. Tap on Chrome.

        d. Tap Permissions.

        e. Allow access to both Camera and Microphone.

5. Allow the use of the Camera and Microphone for the Televisit application. These are separate permissions from the browser setting permissions.

Desktop or Laptop Computer- These directions are relevant for desktop devices running the more recent version of Chrome.

1. Use the Chrome Browser (Windows) or Safari Browser (Apple/Mac).
2. Make sure the device (laptop) is plugged into a power source, as the call will drain the battery.
3. Chrome Browser (Windows): Make sure you have allowed the use of the Camera and Microphone in your browser settings.
   a. Open your Chrome Internet browser and select the Chrome menu. This is located in the top-right corner, represented by three vertical dots.
   b. Click on the three vertical dots, and select Settings.
   c. Scroll down and select Advanced.
   d. Under the Privacy and Security section, select the Site Settings.
   e. Allow access for both the Camera and Microphone.
4. Safari Browser (Apple/Mac): Make sure you have allowed the use of the Camera and Microphone in your browser settings.
   a. Launch Safari on your Mac computer.
   b. Go to the website to be used (Matthews-Vu Patient Portal website)
   c. Click on the Safari app menu (top-left corner of the screen)
   d. Click on Preferences.
   e. Select the Websites icon tab.
   f. Click on Camera in the side bar menu.
   g. Select the website that is currently opened (Matthews-Vu Patient Portal)
   h. Select the Allow option for the website.
   i. Click on Microphone in the side bar menu.
   j. Select the website that is currently opened (Matthews-Vu Patient Portal)
   k. Select the Allow option for the website.

Troubleshooting Suggestions

1. Remember if you are using a mobile/tablet device, you cannot be talking to someone on the phone and use the camera setting at the same time. This will block your camera until you have ended the phone call with the other person.
2. The most common reason for a bad video quality (chopping, freezing, blurry) is due to a bad or unstable internet connection. You may have to restart your browser and try again.
3. If you are on a desktop/laptop, you may have to restart the computer to resolve the issue.

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4. If you are on a mobile/tablet device, you may have to clear the app and try again. Make sure all other apps are cleared as well.
5. If you are trying to join and your provider cannot see you, this is likely a camera issue. Make sure your external camera is securely connected or that you have given the appropriate permissions to allow the use of the camera.
6. If you are connected with your provider, but they cannot hear you, this is likely a microphone issue. Please check to make sure you have not muted the session on your end. Make sure your external microphone is securely connected.
7. If you are using an external microphone and your device has a built in microphone, unplug the external microphone to see if the internal microphone works.
8. If the video has frozen, it may be due to a dropped internet connection. Try to refresh the webpage. You may have to restart the browser and try again.

If you continue to have problems, please call the office to schedule an in-person visit.