Video Visit:
Patient Troubleshooting Guide 11/03/21

General Best Practices

If you are not able to connect, try the following suggestions:

1. Check your internet connection
2. Refresh your browser
3. Check you are using a supported browser

OS PLATFORM	SUPPORTED WEB BROWSERS
Windows	• Chrome (preferred) • Edge Chromium
Mac	• Safari • Chrome (preferred)
Chrome OS	• not supported
Android	• Mobile Chrome
iOS *iPhone, iPad*	• Mobile Safari

4. Close other programs (Facetime, Microsoft Teams, Webex, Camera, Instagram)
5. Disconnect from VPN
6. Clear cache and browsing history
7. Update browser
8. Restart device
9. Run software updates
10. Make sure your device is charged

Connection issues

Check Internet Connection

If you have a problem starting a visit, first check that you are connected to Wi-Fi.

Move Closer to Router

After confirming you are connected to the internet, consider moving closer to your router.

Limit household streaming

If you are using your home Wi-Fi, it is recommended to limit the number of people using the internet during visits. For example, limit the number of people watching Netflix, playing video games, streaming music, etc.

Test Strength of Internet Connection

Visit speedtest.net and click Go to test your internet speed. Your internet download and upload speeds need to be above 11 Mbps to support video visits. If your connection does not meet these requirements, contact your Internet Service Provider for more troubleshooting and help.

Disconnect from VPN

If you are connecting from a computer, disconnect from your VPN connection.

Reconnect to Visit

If you are disconnected from a visit, click **Join Call** to rejoin. You can also use the visit invite link you may receive via email or text message from your provider to reconnect.


Camera and Audio Issues

Unable to Hear Provider

If you cannot hear your provider, check that your device is not muted and the volume is turned up.

Provider Unable to Hear You

If your provider is not able to hear you, make sure you have not clicked the **Mic** button on the bottom of the video window. Clicking the Mic button mutes your microphone. Use the **Chat** app to talk to your provider as you troubleshoot.
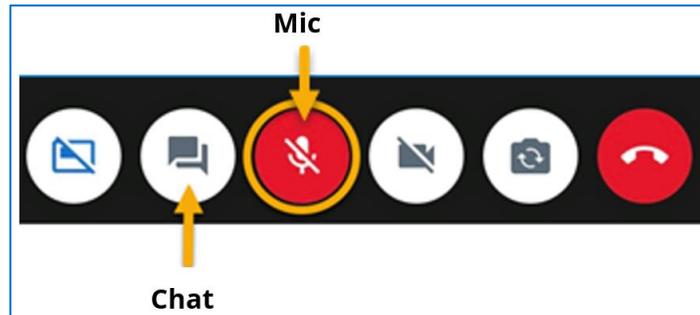

Video is Frozen

If your video is frozen, check your internet connection. If you are using a cell phone, connect to Wi-Fi, move closer to your router, and limit household streaming.

Troubleshooting on a Computer

Browser Permissions

As the visit opens, click **Allow** to give your browser permission to access your camera and microphone. If you do not give your browser permission, you will not be able to see or hear your provider and will get the Browser Permission error.

To fix the Browser Permission error, click the camera icon in the top right of your toolbar and change the setting to **Always Allow**. Reload the page. Click **Allow** to give access to your microphone.
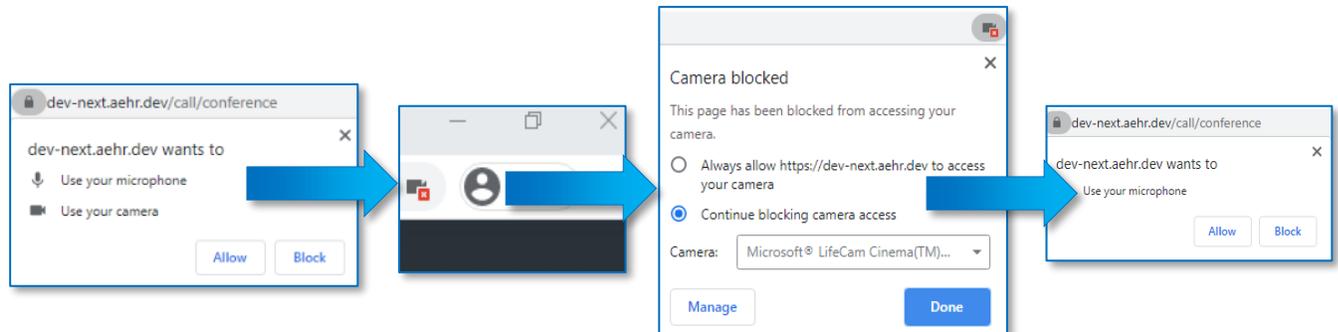
Update Internet Browser

If you are joining by computer, check that you are using the latest version of your internet browser. To update your browser:

- Google Chrome: Click the menu button (three dots) in the upper-right corner. Click **Update Google Chrome**. Click **Relaunch**. If you cannot find this button, you are using the latest version.
- Safari: Open the App Store and click the apple menu icon in the top left-hand corner of your screen., Click the **Updates** tab, then click to begin the Safari Update. Relaunch Safari.
- Microsoft Edge: Click the menu button (three horizontal dots) in the upper-right corner. Point to **Help & Feedback** and **About Microsoft Edge**.

Clear Cache and Browsing History

If you are joining by computer, it is helpful to clear your cache and browsing history to help resolve technical issues. To do so:

- Google Chrome: click the menu button (three dots) in the upper-right corner.. Click **History** then click **Clear browsing data.** A small box will open. Set the time range to **All time**. Check the three check boxes on the left and click **Clear data**.
- Safari: click **History**, click **Clear History**, select all time.
- Microsoft Edge: Click the menu button (three horizontal dots) in the upper-right corner. Click **Settings** then **Privacy, search, and services**. Under Clear

browsing data, select, **choose what to clear**. Under **Time range**, select All time and then select **Clear now**.
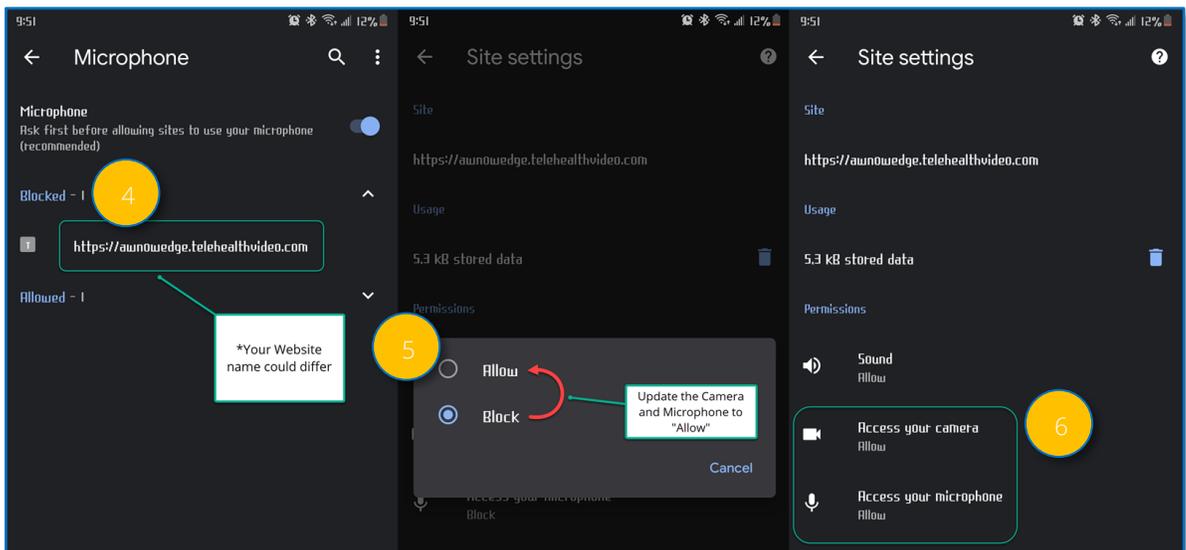
Troubleshooting on Mobile Devices

Android – Unblock Camera

1. Go to browser settings on your mobile device.
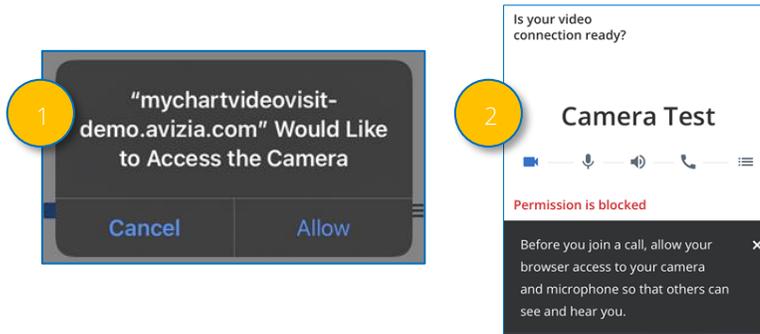2. Select **Site settings**.
3. Select **Camera**.
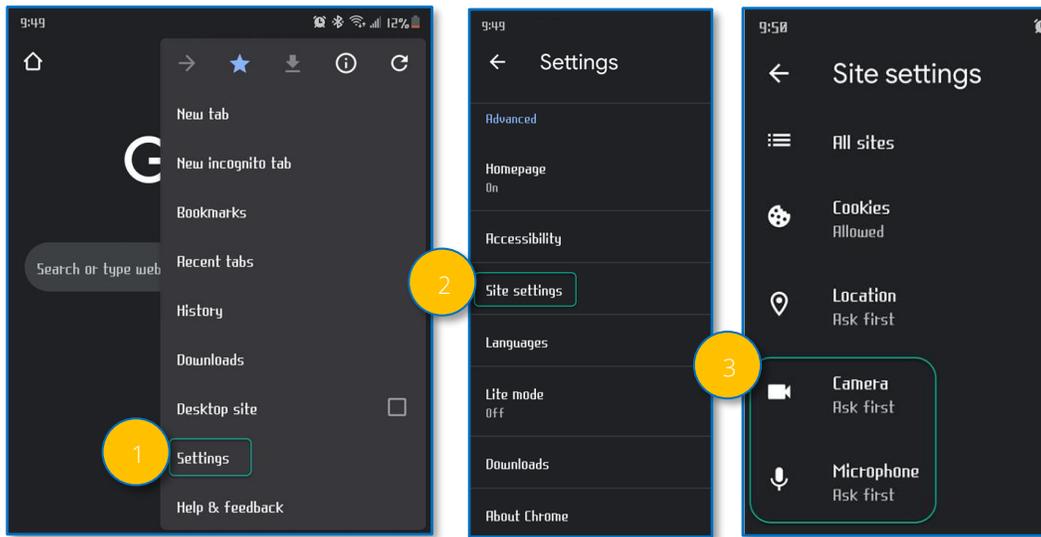
4. Select the Amwell (.avizia.com) website.
5. Select **Allow.** Repeat these steps for the **Microphone.**
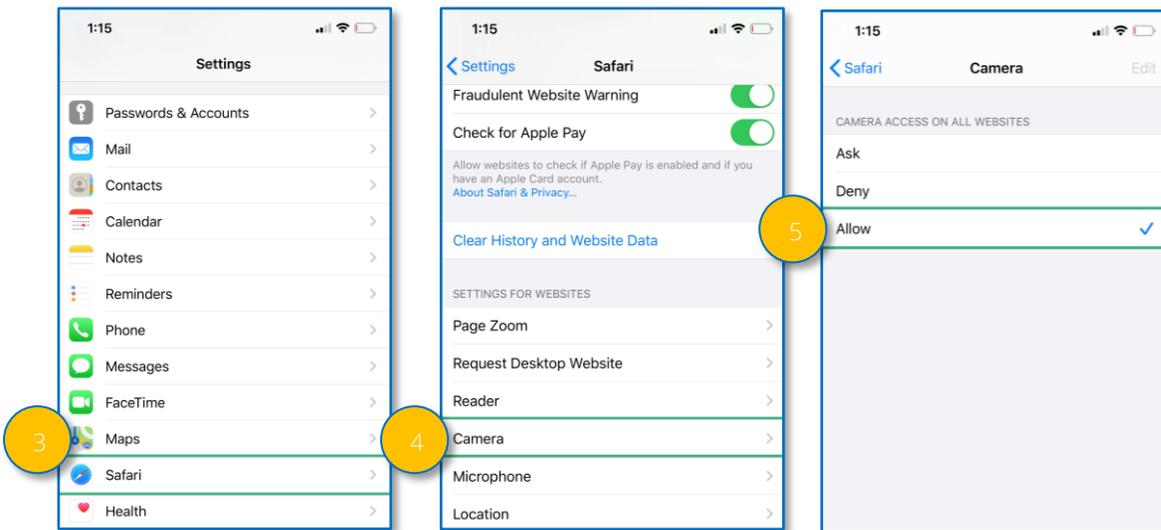6. Make sure both show **Allow**.

iOS – Unblock Camera

1. If asked to access your camera before the visit, select **Allow.**
2. If the camera or microphone are blocked, you will receive a notification.
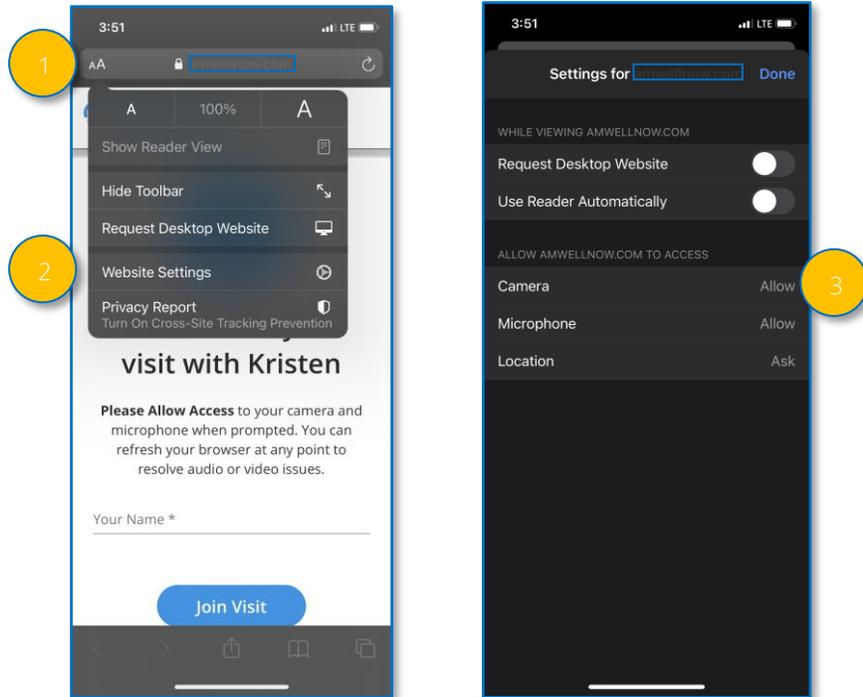

3. Go to the **General Settings** and select **Safari.**
4. Select **Camera.**
5. Select **Allow** and repeat these steps for the **Microphone.**

Safari Browser Settings on iOS – Unblock Camera

1. Use your Safari browser to go to the Amwell page. choose **AA.**
2. Select **Website Settings.**
3. Make sure **Allow** is selected for both the Camera and Microphone.

iOS – Unblock all Cookies

1. Go to the **General Settings** and select **Safari.**
2. Scroll down to find **Block All Cookies** setting.
3. Make sure the toggle is turned off.