

TROUBLESHOOTING YOUR VIDEO SETUP



Connect with Carilion Clinic for virtual care. If you're having trouble with your online visit, there are a few steps you can follow to try to fix the problem.

- » Confirm your internet connection. Have household members refrain from streaming during the visit.
- » Make sure the device is plugged in or charged.
- » Close all applications not currently being used.
- » Update your browser. Check that necessary plugins are not blocked.
- » For mobile device browser options, use Safari for iOS or Google Chrome for Android.
- » For desktop browser options, use Safari for Mac or Google Chrome for Windows PC.
- » If you are using Google Chrome and are having trouble connecting, check to make sure your permissions for are set to **Allow**. You can find your permissions by clicking:
 - Three vertical buttons at the top right
 - Scroll down and click **Settings**
 - Select **Privacy and Security**
 - Select **Site Settings**
 - Click **Camera** to enable permissions
 - Repeat process for **Microphone**
- » For Safari, click on **Preferences**, then **Websites**, and change the setting to **All Auto Play**.
- » Test your video/audio/sound.
- » Visit CarilionClinic.org/virtual and click on the **Virtual Visit Guide** button for testing options.
- » Go through the **Test Call** to check your camera, microphone and speaker.
- » Try restarting or using a different device.
- » For technical support, call 1-866-865-3464.



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