

# I can't see the host

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If you are unable to see the host while on the call, do the following:

- Check your internet connection.
- Refresh the browser tab.
- If the internet connection is poor, eClinic might turn off the video streaming and provide only audio output to make sure that the call is not disconnected. However, video streaming is restored once the internet connection is stable.

You can check the hardware requirements for the camera from the below table.

OS	Webcam
Windows	Any built-in or standalone, 720p camera recommended
macOS	Any built-in or standalone, 720p camera recommended
Android	Front, back or USB camera
Apple iOS	Front or back device camera