

Camera or Microphone Issues

Last Modified on 09/16/2022 5:29 am EDT

I can't hear the doctor/nurse

Check the following issues if you are unable to hear the clinician:

- Check if the device's volume is at an audible level.
- If an external speaker is connected, check if it is plugged in properly.
- Check speaker permissions.
- Make sure that the correct speaker/headset is selected.
- Refresh the page to reconnect to the audio.

You can check the hardware requirements for micro phone and speaker from the below table.

OS	Speaker & Mic
Windows	Any built-in or standalone
macOS	Any built-in or standalone
Android	Any built-in or standalone
Apple iOS	Any built-in or standalone

The doctor or nurse can't hear me

If the clinician is unable to hear you while you are on the call, check the following:

- If an external mic is connected, check if it is plugged in properly.
- Make sure that the correct microphone is selected.
- Check microphone permissions.
- Make sure the microphone isn't muted. If you speak while on mute then a notification "*You're muted. Unmute to speak*" is displayed.



You can check the hardware requirements for the microphone and speaker from the below table.

OS	Speaker & Mic
Windows	Any built-in or standalone
macOS	Any built-in or standalone
Android	Any built-in or standalone
Apple iOS	Any built-in or standalone

I can't see or hear myself

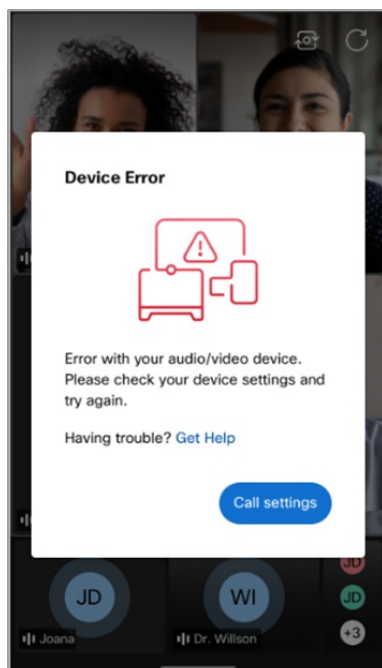
After joining the call, if you are unable to see yourself on the screen or hear, check the following:

- If an external camera/mic is connected, check if it is plugged in properly.
- If multiple cameras/mics are available, make sure that the correct camera is selected.
- Check [camera/mic permissions](#).
- If other applications are using the camera/mic, make sure to close them and refresh the browser.
- If you are using a dictaphone or note-taking software, make sure the browser's default settings are set to "laptop/desktop's microphone".

You can check the hardware requirements for 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

If you still face the issue following error message would show up on the screen. You can click **close** and proceed to the call without the error being fixed or you can go to **call settings** to choose another hardware.



I can't see the host

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.

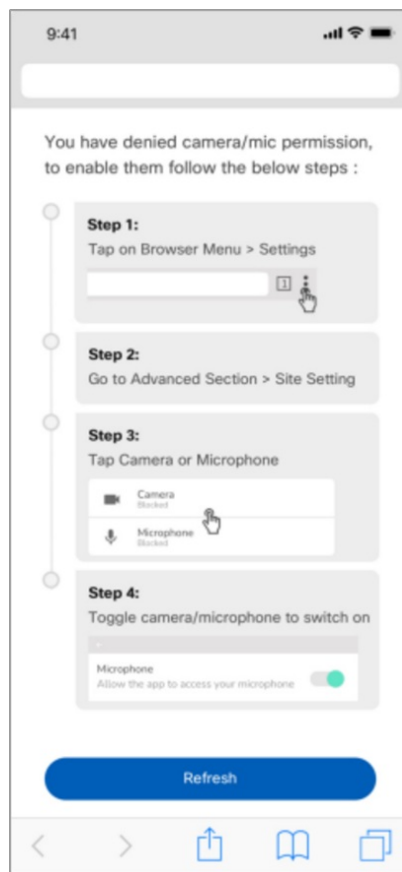
You can check the hardware requirements for the camera from the below table.

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

Denied camera or microphone permissions?

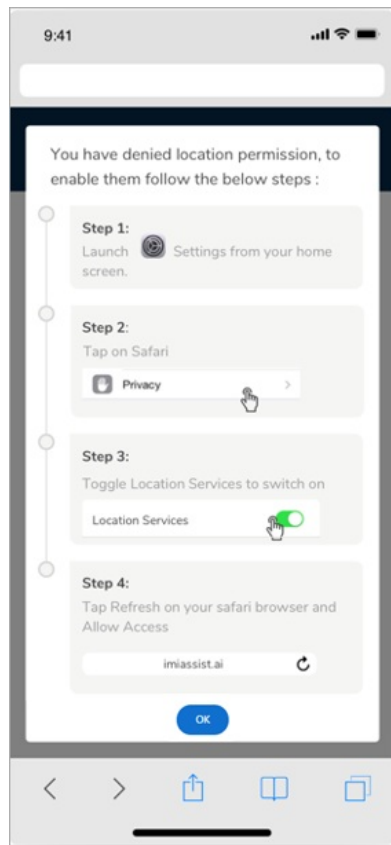
If you have denied camera and mic permissions, follow the steps given on your screen to reset the permission.

For Android Devices



For Safari and Mozilla browsers

These browsers tend to ask for camera/mic permission every time you refresh the browser. Make sure you always "allow" the permission.



If you are unable to see yourself on the screen or hear, refer to [I can't see or hear myself](#).

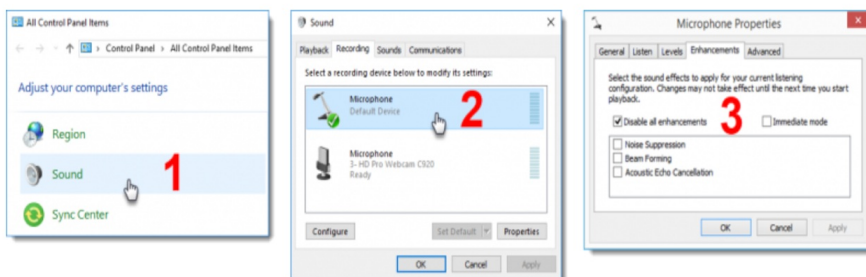
How can I fix audio echo on the call?

After joining the call, if you experience any echo, please follow the below steps to fix echo issues:

1. It is advisable to switch to an earphone or headset.
2. Also, you can do the following based on the device you are using.

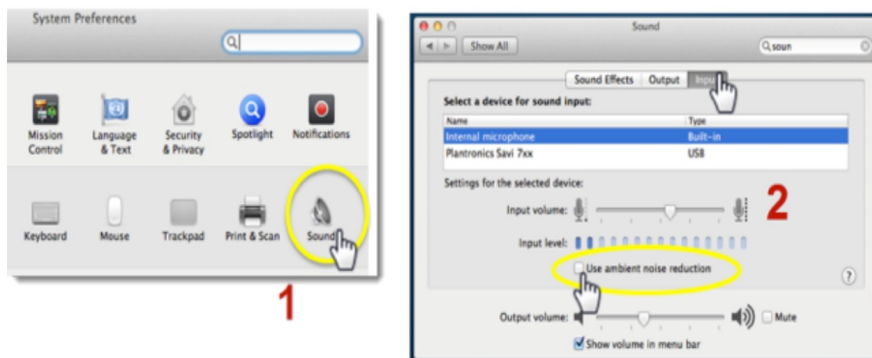
Windows Configuration:

1. Open the Control Panel and click on **Sound**
2. Select the Recording tab, right-click your microphone, and select **Properties**
3. Select the Enhancements tab, disable all enhancements, and click **Apply**.



Mac Configuration:

1. In system preferences in your Launchpad, click on the **Sound** icon
2. Click on Input, and un-check the “**use ambient noise reduction**” and close the window



Facing Audio Fall Back Error

If you have a bad network, you can be put into the audio fallback mode, which hides the video and keeps the call going in audio mode. In such circumstances, a warning indicator appears on your tile, indicating audio fallback mode, which can be hovered over to reveal further information about the error. You may always move to a better network to get the video back, or if you have a decent network, the video will stream back. This alert remains till the network is weak and then fades away when the network improves.

