



Deaf

Setting Up a Successful Telehealth Video Call

Setting Up Technology:

- Make sure your computer/tablet software is updated, the power is plugged in, and the internet is connected
- Pick a location with good lighting and little or no distraction
- When setting up your webcam be sure you are centered and clear on the screen
- Make sure you know how to turn on your microphone for when your healthcare provider needs it
- Turn off the Wi-Fi on all unused devices (for example, TV, tablets, video game consoles) for better video quality

Troubleshooting Technology Issues:

Problem – Internet will not connect or is slow – Try these things first:

- Close any other apps on your computer/tablet
- Make sure the Wi-Fi is turned on and the airplane mode is turned off
- Check different browsers, such as Safari, Chrome, or Firefox, to see if the internet is connected
- Restart your computer/tablet
- Restart the internet modem and router

Problem – Video or sound is not working:

Video – Try these things first:

- Make sure your webcam is open
- If you have a Videophone (VP) on your computer/tablet, make sure it is off
- Close any video chat app (for example, Zoom, Skype) and reopen the call
- Restart your computer/tablet and try to reconnect
- Restart the internet modem and router

Sound – Try these things first:

- Check to make sure sound is on
- Check volume settings
- Restart your computer/tablet and try to reconnect
- Restart the internet modem and router

If more help is needed, click on these links:

- [Troubleshooting - Telehealth](#)
- [Telehealth FAQs](#)

To learn more about your rights during telehealth appointments, and how to advocate for your communication access, please contact the [NC DSDHH Regional Center](#) near you.



This document was developed through a collaborative process involving the National Consortium of Telehealth Resource Centers.

