



# Troubleshooting Telehealth Technology

If you're having trouble with sound or video quality while on a telehealth call, this guide offers possible solutions.



## Problem: My internet won't connect

**Solution 1:** Restart your device

**Solution 2:** Test your Wi-Fi connectivity on different devices

**Solution 3:** Use a hardwire or ethernet connection to the device, if available

**Solution 4:** Restart your modem and/or router

**Solution 5:** Call your internet service provider if you still cannot connect to the internet



## Problem: An app or program is running slowly

**Solution 1:** Close and reopen the app or program

**Solution 2:** Update the app or program. To do this, click the help menu or settings icon and look for an option to check for updates.



## Problem: An app is frozen

**Solution 1:** Shut down the app

- On a personal computer, you can press (and hold) Ctrl+Alt+Delete (the Control, Alt, and Delete keys) on your keyboard to open the task manager. Then right click on app of choice and click "End task".
- On a Mac, press and hold Command+Option+ESC. You can then select the unresponsive application and click "End task" (or select Quit on a Mac) to close it.

**Solution 2:** Restart the computer



## Problem: My computer is frozen

**Solution 1:** Shut down the computer. Press and hold the power button. The power button is usually located on the front or side of the computer, typically indicated by the power symbol. Press and hold for 5 to 10 seconds to force the computer to shut down



**Solution 2:** If the computer still won't shut down, you can press the Control, Alt, and Delete buttons all at the same time. This will give a menu to choose from including signing out on the computer.

**Solution 3:** If the computer still won't shut down, you can unplug the power cable from the electrical outlet.





## DeafBlind

### Problem: My video won't open

**Solution 1:** Make sure that all other programs that utilize the camera are closed

**Solution 2:** Restart your device

**Solution 3:** Check the USB port to ensure your webcam is plugged in

**Solution 4:** Make sure the correct webcam device is enabled. If you have a built-in camera and an external webcam plugged in, applications can get confused about which one to use. Check the application's settings and find the option to select your preferred webcam device.

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### Problem: The sound isn't working

**Solution 1:** Check the volume level. Click the audio button in the top-right or bottom-right corner of the screen to make sure the sound is turned on and that the volume is up.

**Solution 2:** Check the audio player controls. Many audio and video players will have their own separate audio controls. Make sure the sound is turned on and that the volume is turned up in the audio player control panel.

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### Additional FAQs:

- [Troubleshooting – Telehealth - issues](#)
- [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.*



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

