Troubleshooting Video Call Setup

What are the minimum device and operating system requirements?
When making calls with Video Call, user devices must meet the following requirements: *Windows computer* 　　2GHz dual-core, i5 processor, 3GB of RAM　　Microsoft Windows 7 or later *Apple computer (iMac, Mac Pro, Mac Mini, MacBook, MacBook Air, or MacBook Pro)* 　　Intel 2GHz dual-core, i5 processor, 3GB of RAM　　MacOS 10.12 (Sierra) or later *Android tablet or smartphone* 　　(Less than two years old, with a front-facing camera)　　Android 5.1 or later *Apple iPhone or iPad* 　　iPhone 5S or later, iPad Air or later, iPad Mini 2 or later, iPad Pro　　iOS 12 or later (For very old iOS devices you can use the old **Coviu app here**- do not use if you have an up-to-date device.) **If you have spyware or antivirus software on your computer you may need to disable it before connecting. You will also need to ensure you are not on a VPN.**

What are the web browser requirements?
Users require one of the following web browsers to use Video Call: *Windows, Android, MacOS (Laptop or desktop computer)* 　　Google Chrome - Version 72 or later *Windows, Android (Laptop or desktop computer)* 　　Firefox - Version 68 or later *MacOS, iOS (iPad or iPhone)* 　　Apple Safari - Version 12.0 or later *Android (Device)* 　　Google Chrome - Version 72 or later

Should I do a precall 'test' every time?
No this is not necessary, however if internet has been unreliable perhaps do a pre-test call. Here is the link for a pre-call test: https://vcc.healthdirect.org.au/precall/ Here is a useful link that discusses tests in pre call test and what to do if any tests fail… https://help.vcc.healthdirect.org.au/57493-category-3/troubleshootingprecalltest?from_search=44426501

The camera and microphone cannot capture video and/or audio in the Chrome Browser on the computer.
Here are some helpful HealthDirect links to help you troubleshoot: https://help.vcc.healthdirect.org.au/57493-category-3/stuck-at-restart-camera https://help.vcc.healthdirect.org.au/57493-category-3/troubleshooting-first-time-sign-in-registration-browser-issues https://help.vcc.healthdirect.org.au/57493-category-3/issues-during-a-video-call

Does Video Call have any known issues and limitations?
Yes, these can be found here… https://help.vcc.healthdirect.org.au/57493-category-3/known-issues-and-limitations

Where can I find out more information about HealthDirect Video Call?
Here is the link for more information about HealthDirect Video Call: https://help.vcc.healthdirect.org.au/about-healthdirect-video-call Here is the link for the HealthDirect Video Call **Help** website: https://help.vcc.healthdirect.org.au/