

MEDENT Video Visit's Troubleshooting

Q. What browsers are supported?

A. Both the patient and provider are required to have a device with a camera and a microphone. The following operating systems and browsers are currently supported:

- Android: Chrome, Edge, Opera, Samsung
- iOS: Safari
- Windows: Chrome, Firefox, Opera, Edge Chromium Build
- Mac: Safari, Chrome

Cookies can NOT be blocked.

Q. How do I allow cookies on Safari on an iPhone

A. <https://www.whatismybrowser.com/guides/how-to-enable-cookies/safari-iphone>

ACCESS DENIED message displays in the browser.

Solution: The device you are currently connecting from does not have the hardware required for a video visit (e.g., camera, microphone). Try connecting from a different device.

UNSUPPORTED message displays in the browser.

Solution #1: The browser you are currently connecting from is not supported. Try connecting from a different browser.

Solution #2: If Chrome keeps showing Unsupported with the <https://medentmobile.com/telemed/> site where it was working before, clear the browser cookies.

UNSUPPORTED message displays for the patient when using iOS and a third party email app (GMail, Yahoo, AOL, etc).

Solution #1: In iOS, video visits are only supported in Safari and not within third party email apps. If you are using a third party email app, press the video visit link in the email and choose Safari to open the link. After receiving the unsupported message, press the compass icon in the top right corner on an iPad or the bottom right corner on an iPhone. This will open the video visit in a Safari browser in normal mode (instead of full screen mode).

Solution #2: If you did not open the link with Safari, copy the link from the email and open the Safari browser. Paste the link into the browser's address bar and press [**Enter**].

Patient can't access the link in their text message.

- The patient may report:
 - A gray screen with a play button, but nothing happens when it is clicked
 - After clicking on the link, gets the following message. "The link you followed is not a valid MEDENT Telemedicine link." with a white circle with a red x.

Solution: Have the patient disconnect from the wifi. There may be some something setup on the wifi that is blocking the patient from connecting.

The following message displays in the browser: This app requires permission to access the camera and microphone. Make sure your microphone and/or camera is enabled and your browser settings allow access.

Solution #1: Make sure your browser settings allow medentmobile.com access to your camera and/or microphone. If using Chrome, go to Settings > Advanced > Content settings (under the Privacy and security section). Make sure the Camera and Microphone are set to Ask before accessing. You should then receive a popup to allow access and www.medentmobile.com will be automatically added to the Allow list.

If using Firefox, go to Options > Privacy and Security. Under the Permissions section, go into the Settings for both the Camera and Microphone and add www.medentmobile.com to the list of allowed websites.

Solution #2: Make sure the camera and microphone are enabled on the device. Go to Sound under the Control Panel and make sure a recording device is enabled. If the device is connected through a USB port, you can also try unplugging and plugging it back in.

Solution #3: If your device requires third-party software make sure the software is not running until after you've started the visit. This will allow for both the browser and the software to have control of the webcam simultaneously.

Note: If the camera and/or microphone are not enabled, you will not receive a popup from Chrome to allow access as described in **Solution #1**.

INVALID LINK message displays in the browser.

•Potential Reasons:

- The link is currently in use by a different browser or device.
- The link doesn't exist in the database, for example, if it's a link from a previous visit.
- The patient / provider connects and leaves that browser open while trying to connect for a second time from another browser / device.

Solution: Close all browser tabs. Go into the ebill for the video visit, click . on the top button line, and select **Reset Video Visit Links**. If the patient has already connected to the video visit they will need to hang up and exit the browser before reusing the link. The link does not need to be resent to them.

Unable to access the generic link (www.medentmobile.com/telemed) because the browser doesn't allow cookies



Click image for full view

Solution #1: If using Chrome, go to Settings > Advanced > Content settings (under the Privacy and security section) > Cookies. Make sure allow sites to save and read cookie data (Recommended) is turned on. Also, make sure medentmobile.com is **not** listed under the heading for Block. .

Solution #2: If using Firefox, go to Options > Privacy and Security. Under Cookies and Site Data, make sure the radio button for Accept cookies and site data is selected.

Camera Issues

▪Non-Device Specific Camera Issues

- The web browser MUST allow access to the camera AND microphone
- Most browsers have a little icon in the URL box that shows
- Video is just not showing up: Try and disable the HD option in the three dots (options once connected)
- Unable to flip from front facing to rear: Both patient and provider need to be connected before the options allows you to flip the camera

▪PC Camera Issues

- "Your browser cannot start video source" - See some resolutions below
- No Camera on the PC even though the camera is allowed, check the following:
 1. Webcam software interfering - We've seen software on the PCs not allowing camera access

Solution: Run the software at the time the video visit starts or uninstall software

 2. Multiple cameras in device manager - At times and usually in Chrome, multiple cameras listed in device manager won't allow camera access

Solution: Disable all but 1 camera in device manager

 - Disable Infrared (IR) camera if applicable
 - Disable duplicate camera if applicable
 3. Try Firefox if using Chrome (or vice versa)

Microphone Issues

- Other applications taking over the mic and not allowing browser access
- Dragon is normally the culprit, exit dragon and restart video visit
- If MEDENT voice notes are also running, they cannot concurrently run with a video visit

- One issue we've seen is the keyboard shortcut to mute the mic, (F1 on this particular PC)
- Check to see if the mic is muted or not!

iPhone Troubleshooting

- iPhones need to be on the current update of iOS to support WebRTC.
- Video Visit Text Link Split Into Two Messages due to iMessage (Unclickable)
 1. Launch Settings from the Home screen of your iPhone.
 2. Tap Messages.
 3. Tap the slider next to iMessage to turn it off.

Apple Graphical Instructions: <https://support.apple.com/si-si/HT203042>

- Links not opening on an iPhone
 1. If using the home screen icon for medentmobile.com it will open in an "app mode"
 2. They will need to remove the home screen button for medentmobile.com so it opens in the browser

Android Troubleshooting

The sound is coming from earpiece speaker and not the loud speaker.

Solution: Reboot the phone then reconnect. Android has a known bug that can cause this to happen making the sound hard to hear.

If a patient mistakenly sets the browser permission to block medentmobile.com then it will block (It won't re-prompt for permission) until it is manually allowed

1. Go to medentmobile.com/telemed > Click lock in address field
2. Site setting
3. Allow
4. Refresh and then they will get the prompt again.