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Teladoc Video Capabilities FAQs

NOTE: For the best video experience, we suggest you use your mobile device and our Teladoc app. If you do not have access to a mobile device, you may use your personal computer.

Frequently Asked Questions:

- 1. How do I schedule a video consult?
- 2. Can I use Skype or FaceTime to conduct my video consult?
- 3. What browsers can I use for video consults?
- 4. What is the recommended lighting?
- 5. What is the recommended microphone volume?
- 6. How can I improve my internet connection?
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- 9. Why couldn't I see myself during the webcam test?
- 10. Sound was not detected from my microphone, what can I do?
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- 13. What browser video plugins are required?
    - Internet Explorer

How do I schedule a video consult?

· **Video Setup (This will be a link to the attached Video Setup PDF)**

Can I use Skype or FaceTime to conduct my video consult?

No. Skype and FaceTime do not provide the necessary security to conduct a Teladoc video consult. Teladoc offers a secure proprietary method for conducting video consults.

What browsers can I use for video consults?

Browser	Supported	Notes
Chrome **(Preferred)**	Yes	V56+, Check **Allow** on the pop up to allow the Teladoc to access your camera and microphone.

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IE11	Yes	V11, You will be prompted to download a **plug in** and also to **Share access** to your camera and microphone.
Firefox	Yes	V51+, Select **Share Selected Devices** to allow the Teladoc to access your camera and microphone.
IE10 and below	No	
Safari	No	
Edge	No	

What is the recommended lighting?

Minimize the sun or lamp light behind you to avoid causing your face to be in a shadow which would result in a dark picture. Make sure you face in the direction of the light source.

What is the recommended microphone volume?

Make sure your microphone volume is increased so the other party can clearly hear and understand you.

How can I improve my internet connection?

Use of a wired connection to the internet will provide the best connectivity. Should a wired connection not be available, ensure your wireless network signal is strong. If it isn't, try moving closer to the wireless router.

I downloaded the video software in the past, why am I prompted to update it again?

Teladoc occasionally provides enhancements to the video software to improve the quality of your visits. The software may have been updated since your last visit.

What do I need to use videoconferencing?

- Webcam
- Internet connectivity greater than 500KPps upload and download speed
- Microphone or Telephone
- 2 Ghz Dual Core Processor or greater, or any Intel Core i5
- If you're using a computer, these are supported browsers:
    - Windows: Internet Chrome v56+ (Preferred), Firefox v51+ or Explorer 11
    - Mac: Chrome v56+ (Preferred), Firefox v51+ or Explorer 11
- If you're using a mobile device, download the Teladoc Member App:

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- iOs: App Store - Click here to download (add the following link to “here”): https://itunes.apple.com/us/app/teladoc-member-24-7-access/id656872607?mt=8

· Android: Google Play Store – Click here to download (add the following link to “here”): https://play.google.com/store/apps/details?id=com.teladoc.members

Why couldn't I see myself during the webcam test?

Please ensure your webcam is plugged in and enabled. If you continue to have difficulties, please refer to your webcam documentation to ensure you have installed the latest software provided by the manufacturer.

Sound was not detected from my microphone, what can I do?

Please ensure your microphone and speakers are plugged in, turned on, activated, and not muted.

I heard an echo in a conversation, what can I do?

Typically when an echo occurs in a conversation, it’s coming from the other participant. We suggest you ask the other person to adjust the volume on their speakers or move away from the microphone. If the problem continues, ask the other person to verify they have echo cancellation turned on.
If you’re using the computer’s microphone, please make sure you hang up your phone or cell to prevent
feedback.

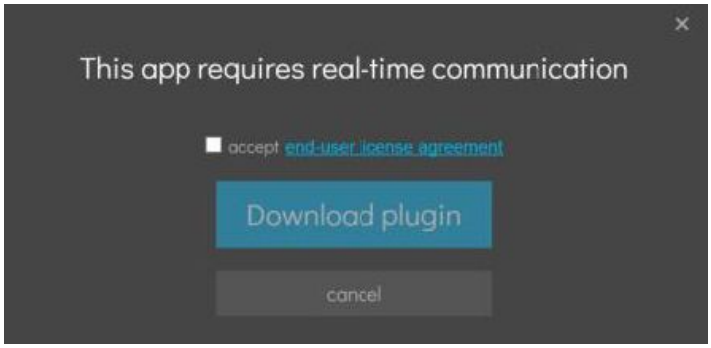
Why can't I hear any sound from my speakers?

Speakers and headsets must be plugged in and unmuted. As always, it’s best to conduct your video
consultation in a quiet, private space.

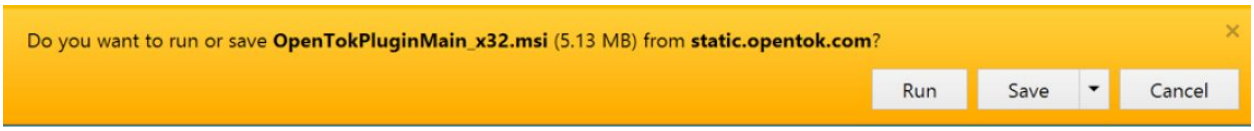
What browser video plugins are required? Internet Explorer v11

Requires the user to download a plugin and authorize the application to use your camera and microphone for the consult.
1: First you see that your browser needs a plugin.
2: Next you see the prompt to download the plugin – you must click the “Accept” checkbox and the “download” button.

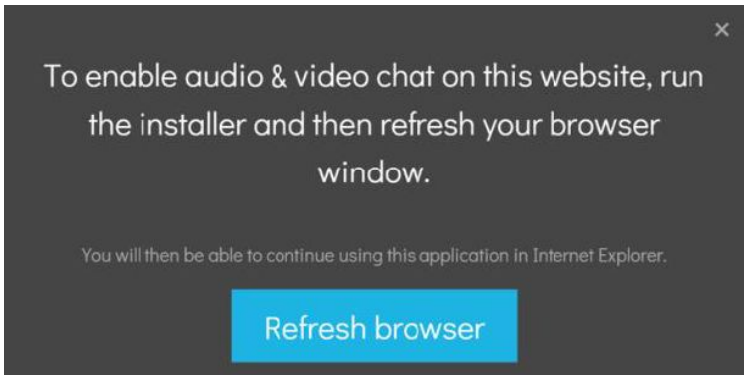
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3: Next you will see a “Run/Save/Cancel” option at the bottom of the screen after the download. You must click the “Run” and the installation happens.



4: Refresh your browser.



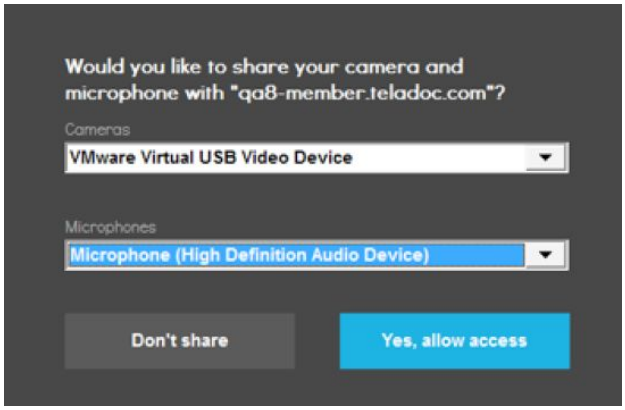
5: Next there are two screenshots that show that you must allow firewall access to the application





6: Next you are asked to allow access to the camera and the microphone.

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7: You are then put through to the text video capabilities page. You may have to close and reopen your browser for all the changes to the settings to be updated.

Apple Safari & Microsoft Edge browsers - Are not supported at this time