

TECHNICAL TIPS FOR TELEVISITS

Online video uses a lot of digital information, which places demands on your computer or device. To have the best experience with telehealth sessions, try the following:

Device power supply

Make sure the battery of your computer or device is well-charged or, ideally, plugged into an AC outlet.

Optimize network connection and speed

The most secure and reliable access is by using an ethernet cable to your computer. A secure (password-protected) wi-fi network is the next best. If other devices are using the network at the same time, that may compromise the video/audio quality; it may help to shut down, disconnect or unplug them. If your router is old, a newer one may work better for feeding multiple devices. If your router is provided by your internet service provider, you may be able to buy a faster one to replace it. If your wi-fi router supports the 5GHz frequency, this may provide greater speed at the expense of less physical range from the router. Sitting closer to the router may help if you are using a wi-fi network.

If using a smartphone, position it so you are getting the best reception you can. (Sometimes being near a window or facing a certain direction may help.) If you're using your smartphone's network and you have problems with the video, try switching to using your home wi-fi network. Use of a public wi-fi network is not recommended, both because of technical and privacy risks. If your wi-fi router supports the 5GHz frequency, this may provide greater speed at the expense of less physical range from the router. Sitting closer to the router may help if you are using a wi-fi network.

Update operating system and browser

If your operating system or browser version is too old, this may cause problems. Update to newer versions if possible. The video platform may only be compatible with certain internet browsers. Chrome and Firefox may be the most acceptable. Some platforms need Safari to be the default browser on an iPhone.

Conserve device memory

Running too many other things on your computer or device can strain its memory and compromise the quality of the session. Before starting an online session, close as many unnecessary programs and browser tabs as possible. It may help to restart a computer prior to your video session.

Adjust lighting

It is helpful for your face to be well lit. Too much light behind you or on one side may put your face in shadow.

Optimize audio and camera

Make sure the audio of your device is not muted and at a comfortable volume level. Using earphones rather than the speaker of the computer or device may improve the intelligibility of the audio you receive and minimize echo effects. Try to have the camera of your device at about eye level, and try to place your device in a stationary position so you don't need to hold it.