

troubleshooting guide

athenaTelehealth troubleshooting

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My patient left the call on accident

athenaTelehealth troubleshooting

To report a Technical Issue

You can click [Report a Technical Issue](#) in the video preview and in the session. Both practice staff and the patient have a link to report issues.

This functionality is available at the bottom of every screen in the telehealth visit for both providers and patients. Please supply feedback when you're having issues so we record, track, and resolve technical issues related to athenaTelehealth visits. Please continue to provide this and other feedback through the beta coordinators as well.

Provider experience troubleshooting tips

I'm getting an error that the application cannot connect to my video and microphone

1. Ensure the browser has access to your camera and microphone in the browser security settings – if that isn't the issue;
2. Ensure you're not using your microphone or camera for a different application (such as, streaming video in a WebEx).

I'm getting an error saying that I already have an online call open with a patient, but I don't see anything

1. Leave the call and refresh your athenaNet browser;
2. Go back into the encounter and click [Start Online Visit](#) again.

My speaker (audio) or camera (video) is not working

1. Ensure you're using a supported browser. For more information see the [Browser Requirements](#) section of this release note. If your browser is supported;
2. Ensure your device volume is up and you're not muted. Once you've checked those;
3. Ensure your browser window is not muted (in Chrome, right-click and select "Unmute site"). If your browser audio is enabled;
4. Select the three dots in the bottom left to open and review device settings – try using different audio and video options.

My audio or video quality is poor

1. This is likely due to internet quality. We recommend one of the following for troubleshooting network issues, depending on your device:
 - a. Connect an ethernet cord to an internet modem and your computer, which bypasses the need for a WiFi connection.
 - b. If you're on a laptop with a WiFi connection, move closer to a router.
 - c. For mobile, connect to internet data from a service provider, or a WiFi connection if internet data is not working well.
2. If possible, the provider and the patient should close other applications and limit others from streaming content on the same internet connection.
3. If the patient is on a mobile device, especially Android, ask if they have a computer they can connect with.
Note: The patient can join from both devices, but will show up as two users. Make sure to have your patient mute and disable audio on one device to avoid audio issues.

My patient is online and can see themselves, but when I join, I don't see anyone

1. Click the **Leave** button and then click **Start Online Visit** in the encounter to rejoin the visit.
2. Make sure the patient **is not** on a different call, either phone or video. Then have the patient leave and rejoin using the original link.

The video of my patient is completely black on my screen

- Desktop: The patient may have a covering over their webcam. Have the patient move any obstructions from the webcam.
- Mobile: If the patient is not currently viewing the video window (such as, looking at a different website or application), it will disable their camera for privacy reasons. Have the patient navigate back to the video window.

General Tips

1. Leave the call and refresh your athenaNet browser. Go back into the encounter and click **Start Online Visit** again. If you're still experiencing issues;
2. Close and reopen athenaNet

Patient experience troubleshooting tips

My patient needs the athenaTelehealth link again, but I've already completed check-in

1. On the Main Menu, click Calendar. Under **APPOINTMENTS**, click Today's Appointments.
2. Click on your patient's name from the sidebar menu.
3. Click **Check-in** under the patient's name and demographics.
4. Click **Copy Link** or **Send Link to Patient**.
5. After you have sent the link, click **Intake** or **Exam** below the patient's name and demographics to go back into the patient encounter.

My patient sees a "this link is not active" error even though it is the day of the appointment

1. Have your patient try reopening the link. Ensure the patient is using a supported browser. For more information, see the **Browser Requirements** section of this release note. If the browser is supported;
2. Go to the Check-in page and provide the patient with the appropriate link. Once you've done that;
3. Ensure your patient is copying and pasting the entire link and clicking on the link from the email for the appropriate appointment.

My patient sees a message asking them to allow access to their device's camera and microphone

1. Ensure your patient allows the athenaTelehealth application access to their device's camera and microphone to connect video and audio for the virtual visit. To do so;
2. Please have them click **Allow** when asked if they want athenaTelehealth to access their camera and microphone.

My patient is getting an error that the application cannot connect to my video or microphone

1. Ensure the browser has access to the camera and microphone in the browser security settings.
Note: There are instructions in the error message or can they be found online for the specific browser.

2. Ensure the patient is not using your microphone or camera for a different application, including being on another phone or video call at the same time as the visit.

My patient is getting a message saying they are not using a supported browser

The following browsers work with the athenaTelehealth app:

Desktop: <ul style="list-style-type: none"> • Google Chrome (latest 3 versions) for macOS and Windows • Microsoft Edge (version 79 and later) for Windows • Safari (version 12 and later) for macOS • Firefox (latest three versions) for macOS and Windows 	Mobile: <ul style="list-style-type: none"> • Google Chrome (latest 3 versions) for Android • Safari (version 12 and later) for iOS (Important: athenaTelehealth is not supported on other iOS browsers, such as Chrome)
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My patient can't hear the visit audio

If the patient's speakers don't seem to be working, they can try these steps:

1. First, make sure your volume is up on your speakers and that they're not set to mute.
2. If you are using headphones or speakers, make sure the correct device is selected for sound in your settings.
3. If you're using a Bluetooth device, make sure your device has been paired with the computer, smartphone, or tablet you're using for your call.
4. Make sure you're not browsing in incognito or private mode.
5. Still can't hear? Try the following steps:

On a Mac Computer	<ol style="list-style-type: none"> 1. Make sure that you're using the latest version of macOS. Back up your important information and then update the software on your Mac. 2. If you still can't hear sound from the internal speakers after updating your computer's software, check your sound settings. 3. Disconnect any external audio devices from your computer. Also disconnect any cables from the USB, Thunderbolt, FireWire, or 3.5mm audio ports. 4. From the Apple menu, choose System Preferences. 5. Select Sound. 6. Click the Output tab, then select Internal Speakers. If you don't see Internal Speakers as an option in the Output window, contact Apple Support. 7. If the volume slider is set low, move the slider to the right and test again. 8. If the Mute checkbox is selected, deselect it and test again. 9. If you still don't hear any sound, contact Apple Support.
On a Windows Computer	<ol style="list-style-type: none"> 1. Check your speaker output. 2. Run the audio troubleshooter. 3. Verify that all Windows Updates are installed. 4. Check your cables, plugs, jacks, volume, speaker, and headphone connection. 5. Check sound settings. 6. Fix your audio drivers.
On an Apple Mobile Device	<ol style="list-style-type: none"> 1. Make sure that Silent Mode is off. On your device, move the Silent Mode switch forward so that the orange isn't showing. 2. Go to Settings > Sounds (or Settings > Sounds & Haptics) and drag the Ringer and Alerts slider back and forth a few times. Note: If you don't hear any sound, or if your speaker button on the Ringer and Alerts slider is dimmed, your speaker might need service, please contact Apple Support. 3. If you hear sound, make a call with an iPhone and turn on speakerphone. On an iPad or iPod Touch, make a FaceTime call. If you still can't hear, or hear

	static, your network or reception could be the issue. Please contact your internet service provider.
On an Android Mobile Device	<p>Plug your headphones in and out to ensure audio isn't going to the headphone jack. Make sure to turn up the in-call volume. If the problem persists, contact your carrier.</p> <p>Note: If you're trying to use the external speaker, make sure your device isn't connected to headphones, which automatically disable the external speaker.</p> <p>Check the media volume:</p> <ol style="list-style-type: none"> 1. Go to Settings, 2. Tap Sound and Vibration. 3. Tap Volume. 4. Move the Media slider to the right to increase volume. 5. Make sure your device isn't set to Do Not Disturb. Go to Settings to turn off the Do Not Disturb option. 6. Restart your device.

My patient's camera (video) is not working

If the patient's camera doesn't seem to be working, they can try these steps

1. Make sure the patient **is not** on a different call, phone or video. Then have the patient leave and rejoin using the original link.
2. Try turning the camera on and off.
3. Make sure your camera is not obstructed and is clean of dirt or smudges.
4. Select Allow any time your browser prompts you to enable your camera.
5. Make sure you're not browsing in incognito mode.
6. If you're using a web cam connected to your device, make sure you've selected that as your video device in Settings.
7. Try using different audio options.
8. Still can't get your camera to work? Try the following steps:

On a Mac Computer	<p>In Google Chrome</p> <ol style="list-style-type: none"> 1. Select the lock icon located near the right side of your search bar. 2. Select the dropdown menu next to camera and microphone. 3. Change the camera and microphone access to Allow. 4. Refresh the browser tab (cmd + R). <p>In Safari</p> <ol style="list-style-type: none"> 1. Safari will ask you to allow athena.io access to your device's camera and microphone each time you sign in or refresh the page. 2. Open Safari Preferences. 3. Navigate to Websites. 4. Go to Camera and Microphone tabs. 5. Change access to Allow. 6. Restart Safari. <p>In Firefox</p> <ol style="list-style-type: none"> 1. Select the lock icon located on the right side of your search bar. 2. Click both X's to Clear this permission and ask again. 3. Refresh the browser tab. 4. When prompted, ensure you're using the correct camera & microphone inputs, and select Allow.
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	<p>If your camera still won't turn on in Firefox</p> <ol style="list-style-type: none"> 1. Select menu icon in upper right corner. 2. Go to Preferences or Options. 3. Scroll down to Privacy & Security. 4. In your Camera & Microphone settings, ensure that athena.io is set to Allow. 5. Restart Firefox. If your camera and mic are still disabled, you may need to reset Firefox permissions.
On a Windows Computer	<p>In Google Chrome</p> <ol style="list-style-type: none"> 1. Select the lock icon located near the right side of your search bar. 2. Select the dropdown menu next to camera and microphone. 3. Change the camera and microphone access to Allow. 4. Refresh the browser tab (CTRL + F5). <p>In Microsoft Edge</p> <ol style="list-style-type: none"> 1. Select the lock icon located near the right side of your search bar. 2. Select the dropdown menu next to camera and microphone. 3. Change the camera and microphone access to Allow. 4. Refresh the browser tab (CTRL + F5). <p>In Firefox</p> <ol style="list-style-type: none"> 1. Select the lock icon located on the right side of your search bar. 2. Click both X's to Clear this permission and ask again. 3. Refresh the browser tab. 4. When prompted, ensure you're using the correct camera & microphone inputs, and select Allow. <p>If your camera still won't turn on in Firefox</p> <ol style="list-style-type: none"> 1. Select menu icon in upper right corner. 2. Go to Preferences or Options. 3. Scroll down to Privacy & Security. 4. In your Camera & Microphone settings, ensure that athena.io is set to Allow. 5. Restart Firefox. If your camera is still disabled, you may need to reset Firefox permissions.
On an Apple Mobile Device	<ol style="list-style-type: none"> 1. Restart the Safari browser app 2. Make sure your camera works with FaceTime. 3. On iOS 13 and up, you can also select the camera and microphone to be enabled by default for an easier login / patient check-in experience. 4. Go to Settings on your device 5. Scroll down and open Safari tab 6. Ensure Camera & Microphone are set to Allow 7. Make sure Request Desktop Site option is turned off
On an Android Mobile Device	<ol style="list-style-type: none"> 1. Tap the dots in upper right corner 2. Open Settings 3. Open Privacy 4. Select Clear browsing data and restart Chrome 5. Once you login or re-enter the waiting room, be sure to select Allow when prompted to enable camera and microphone. 6. If that doesn't work, you may need to Reset Permissions in your device settings.

My patient's microphone (audio) is not working

If the patient's microphone doesn't seem to be working, they can try these steps

1. Try muting and unmuting the microphone.

2. Make sure the microphone isn't being blocked or obstructed.
3. Select "Allow any time" when your browser prompts you to enable your microphone.
4. Make sure you're not browsing in incognito mode.
5. If you're wearing a headset with a microphone, make sure you've selected it as your microphone device in Settings.
6. Try using different audio options.
7. Still can't get your microphone to work? It may be blocked. Try these steps:

<p>On a Mac Computer</p>	<p>In Google Chrome</p> <ol style="list-style-type: none"> 1. Select the lock icon located near the right side of your search bar. 2. Select the dropdown menu next to camera and microphone. 3. Change the camera and microphone access to Allow. 4. Refresh the browser tab (cmd + R). <p>In Safari</p> <p>Safari will ask you to allow athena.io access to your device's camera and microphone each time you sign in or refresh the page. Try this to make sure that Safari is correctly asking for this access:</p> <ol style="list-style-type: none"> 1. Open Safari Preferences. 2. Navigate to Websites. 3. Go to Camera and Microphone tabs. 4. Change access to Allow. 5. Restart Safari. <p>In Firefox</p> <ol style="list-style-type: none"> 1. Select the lock icon located on the right side of your search bar. 2. Click both X's to Clear this permission and ask again. 3. Refresh the browser tab. 4. When prompted, make sure you're using the correct camera & microphone inputs, and select Allow. <p>If your camera still won't turn on in Firefox:</p> <ol style="list-style-type: none"> 1. Select menu icon in upper right corner. 2. Go to Preferences or Options. 3. Scroll down to Privacy & Security. 4. In your Camera & Microphone settings, ensure that athena.io is set to Allow. 5. Restart Firefox. If your camera and mic are still disabled, you may need to reset Firefox permissions.
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My patient's audio or video quality is poor

1. This is likely due to internet quality. We recommend one of the following for troubleshooting network issues, depending on your device:
 - a) Connecting an ethernet cord to an internet modem and your computer which bypasses the need for a WiFi connection.
 - b) If you're on a laptop with a WiFi connection, move closer to a router.
 - c) For mobile, connect to internet data from a service provider or a WiFi connection if internet data is not working well.
2. If possible, both the provider and the patient should close other applications and limit others from streaming content on the same internet connection.
3. If the patient is on a mobile device, especially Android, ask if they have a computer they can connect with.

Note: The patient can join from both devices but will show up as two users. Make sure to have your patient mute and disable audio on one device to avoid audio issues.

My patient left the call on accident

1. If the patient has the "Thank You" page open, they can refresh the page to go back to the entry screen.
2. Your patient can return to the original appointment link and join the visit again.