



# Troubleshooting Strategies

Here's a list of troubleshooting tips for clinicians during a telehealth call if unexpected problems occur:

- Remain Calm  Stay composed and reassure the patient or client that you're working to resolve the issue.
- Check Connectivity  Verify your internet connection is stable. Ensure both parties have sufficient bandwidth for video and audio transmission. You can use a number of free speed tests online to verify connectivity. To work smoothly, Video Call requires a minimum broadband speed of 350Kbps upstream and downstream for a 2 endpoint call.
- Restart the Call  Attempt to disconnect and reconnect the call to reset the connection. Parties to the call can use Covi's [pre-call test](#) to identify any issues.
- Adjust Settings  Check audio and video settings to ensure they are configured correctly. Adjust video resolution or audio quality settings if necessary to improve performance.
- Switch Devices  If one device is experiencing issues, try switching to an alternative device (e.g., smartphone, tablet, laptop).
- Close Background Applications  Close any unnecessary applications or browser tabs that may be consuming bandwidth or system resources.
- Clear Cache and Cookies  Clearing browser cache and cookies can resolve browsing issues that may affect the telehealth platform.
- Restart Device  If all else fails, try restarting your computer or mobile device to resolve any underlying issues.

Access the Help Centre

Leverage Covi's [extensive Knowledge Centre](#) for assistance if the problem persists. If this doesn't resolve the issue, reach out to [Support](#) and provide detailed information about the issue encountered for faster resolution.

Have Backup Communication

Keep alternative communication methods available (e.g., phone call, email) in case video consultations aren't possible. [Coviu phone](#) is a great way to switch to an audio-only session when video can't be used.

Document the Issue

Take note of the problem encountered, including any error messages or symptoms, for future reference or troubleshooting. Keep a log of the date of the incident, description of the issue and any troubleshooting steps that worked to **add to this list below.**

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