

# PATIENT SUPPORT: TROUBLESHOOTING

**Note:** If you are on your home Wi-Fi, it's recommended that you limit the communal use of bandwidth during your online visit. (For example: reduce the number of users on media, video conference calls, etc.)

## Steps for Mobile Devices:

- ▶ Uninstall and then reinstall the app.
- ▶ Turn your phone off and back on.
- ▶ Don't use another app for more than 1 minute while you are waiting.
- ▶ Use a reliable Wi-Fi connection or cellular connection with 4-5 bars of signal.
- ▶ Ensure you have the minimum bandwidth speed of 3 MB/s upload and download speed.
  - To test your internet speed, use the Speedtest by the Ookla App or by visiting [speedtest.net](https://www.speedtest.net) on your mobile device's web browser.

## Mobile Connectivity Tips:

You can access the Amwell app from your Android or iOS mobile device. If you have been scheduled for a visit, you will receive an email with instructions on how to download the app. Alternatively, you can visit Google Play or the Apple Store to download the app and follow the instructions to get started.

## Steps for Internet Troubleshooting on Laptop/PC/Mac:

- ▶ Clear your web browser's cache and cookies.
- ▶ Update your web browser to the latest version or try using a different browser.
- ▶ Use the "Test My Computer" feature located within the Amwell interface.

## Web Connectivity Tips:

Amwell can be accessed from the web using any of the browsers listed below. Both JavaScript and Cookies must be enabled in the browser settings.

- ▶ Google Chrome: <http://www.google.com/chrome>
- ▶ Mozilla Firefox: <http://www.mozilla.org/en-US/firefox/new/>
- ▶ Microsoft Internet Explorer (PC users only, v11 recommended):  
<http://windows.microsoft.com/en-US/internet-explorer/products/ie/home>
- ▶ Safari (Mac users only): <http://apple.com/safari/download>
- ▶ Microsoft Edge: <https://www.microsoft.com/en-us/windows/microsoft-edge>

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## Video Recommendations:

- ▶ **Ensure that there is no conflicting video software** (WebEx, Skype, etc.) running in the background that can cause issues with enhanced video.
- ▶ **Turn off pop-up blockers before visits.** If you're using Chrome, you will find this by clicking on the three dots and selecting "Settings". From there, select "Privacy and Security" > "Site Settings" > "Pop-ups and Redirects". Toggle to switch this to "allowed".
- ▶ **Grant access to your camera and microphone by clicking "Allow"** if a pop-up opens and asks for access permission.
- ▶ **Reload your video** by clicking the "Reload Video" button in the top left of the video window. If the video still fails to connect, click the "Switch to Phone" button in the top left corner. You will receive a call that connects you to your provider.
- ▶ **Make sure you have not clicked the "Mic" button** on the bottom of the video window, which mutes your microphone. You should also check to make sure your computer is not muted.
- ▶ **Check that the correct microphone input is connected** by checking your computer audio settings.



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