



Virtual Consultation Platform

Troubleshooting FAQ
Patient experience

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Device support

Why do I get a message that my browser is not supported?

Visionable requires the latest supported internet browser on your mobile device. **Supported Browsers:** Chrome, Firefox & Safari.

Option 1

Please update your browser from the relevant App/Play store and enter the appointment link in the browsers address bar.

Option 2

Update your devices operating system. Please refer to your manufacturer's update procedure.

Option 3

On some older Apple devices the Safari browser cannot be updated, this is due to the device support from Apple.

Please install another supported browser and enter the appointment link in the browsers address bar.

Camera & Microphone permissions

Why is Visionable asking for permission to use my camera & microphone on my device?

This is standard for any application that requires the transmission of your audio and video. Visionable requires this permission every time you attend an appointment.

What if I accidentally deny access to my microphone?

If you deny access to your microphone, you will see an "access is required" warning message. You will have to reload the page and allow access.

To reload the page, click on reload icon  in your browser's address bar.



What if I accidentally deny access to my camera?

If you deny access to your camera, you will have to reload the page and allow access.

To reload the page, click on reload icon  in your browser's address bar.

Audio

Why can't the other person in the meeting hear me?

Your microphone may be muted. Tap/Click on the screen to display the meeting controls.  Microphone muted  Microphone on
If the microphone icon is red, tap/click on the icon to turn the microphone on.

Why can I not hear the other person in the meeting?

Please check that your device is not muted and the volume is turned up.

I'm having intermittent audio issues?

Please check your devices internet connection.

Mobile device - please connect to Wi-Fi if possible.

Desktop device - please try a wired connection if possible.

Video

Why can't the other person in the meeting see me?

Reason 1 - You may have not given permission for Visionable to use your camera.

If you deny access to your camera, you will have to reload the page and allow access.

To reload the page, tap/click on reload icon  in your browsers address bar.

Reason 2 - You may have turned your camera off

Tap/click on the screen to display the meeting controls.  Camera off  Camera on

If the camera icon is red, tap/click the icon to turn the camera on.

Reason 3 - You may have switched to your rear camera

Tap/click on the small video window in the bottom right corner to toggle between your front and rear camera.

I'm having intermittent video issues?

Please check your devices internet connection.

Mobile device - please connect to Wi-Fi if possible.

Desktop device - please try a wired connection if possible.

Connection

I've been disconnected from my appointment, how do I rejoin?

Option 1 - Reload your browser page

To rejoin your appointment please reload the page, tap/click on reload icon  in your browsers address bar.

Option 2 - Use your invite link

If option 1 does not connect you to your appointment, please click on the appointment link in your Email/SMS message.

I'm having connection issues

Please check your devices internet connection.

Mobile device - please connect to Wi-Fi if possible.

Desktop device - please try a wired connection if possible.