



Virtual Consultation Platform

Troubleshooting FAQ
Clinician experience

Contents

Live Clinic	3
Joining a meeting	3
Audio	4
Video	5
Connection	6

Live Clinic

Why are there are no patients in the Live queue?

- 1) A patient is yet to join the clinic waiting room on their device.
- 2) Check that there are no active filters in the Live clinic view. Adjust the dropdown filters to suit or remove the filters by clicking [Clear Filter](#)

Why are there no patients in the Live clinic?

- 1) The patient has entered the live queue, once they have allowed access to their device’s microphone, they will appear in the Live clinic.
- 2) Check that there are no active filters in the Live clinic view. Adjust the dropdown filters to suit or remove the filters by clicking [Clear Filter](#)


Why are there no upcoming appointments in the Live clinic?

- 1) Check that there are no active filters in the Live clinic view. Adjust the dropdown filters to suit or remove the filters by clicking [Clear Filter](#)

Joining a meeting

When I click the  button to enter a meeting, nothing happens.

When you click the join button, it may start to download a meeting file called **event.igv**.

- 1) Click on the **event.igv** file in the downloads section at the bottom of your internet browser  to open up the visionable application and join the meeting.
- 2) If the file is not showing in your internet browser, navigate to your downloads folder and double click the **event.igv** file to open up the visionable application and join the meeting.

When I click the  button to enter a meeting, I am shown a pop up.

When you click the join button, a pop up may be displayed. Check the box that says **Always allow...** before you click **Open Visonable**. This will ensure you only see this pop up once and all new appointments opened via the Visionable app will use this same method.

Open Visionable?





https://vcp-proj.visionable.com wants to open this application.

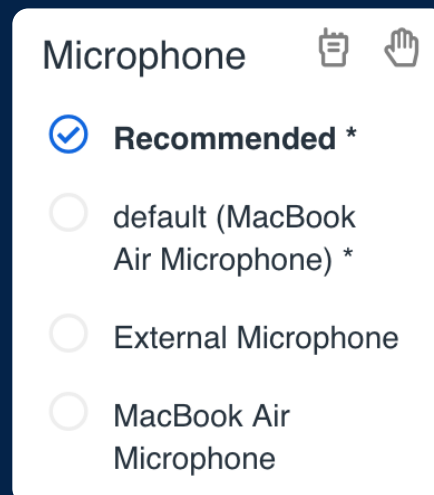
☐ Always allow vcp-proj.visionable.com to open links of this type in the associated app

[Cancel](#)[Open Visionable](#)





Audio

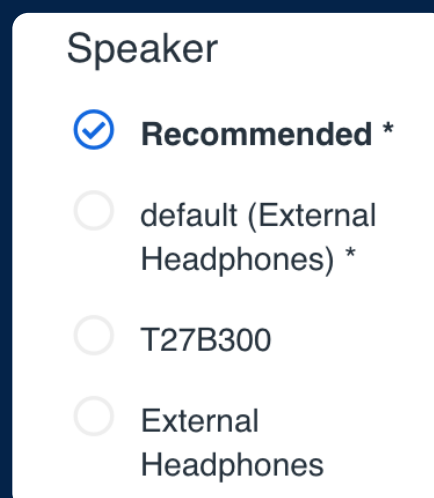
Why can't the other person in the meeting hear me?

- 1) Your microphone may be muted, click on the microphone icon to unmute. Microphone muted  Microphone on 
- 2) Your microphone volume may be set too low, Adjust the volume slider  until the other person can hear you.
- 3) You may have the wrong microphone selected, click on the settings icon  in the bottom right to display the microphone selection.



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

- 1) Your speakers/headphones may be muted, click on the speaker icon to unmute. Speakers muted  Speakers on 
- 2) Your speakers/headset volume may be set too low, Adjust the volume slider  until you can hear the other person.
- 3) You may have the wrong speakers/headphones selected, click on the settings icon  in the bottom right to display the microphone selection.






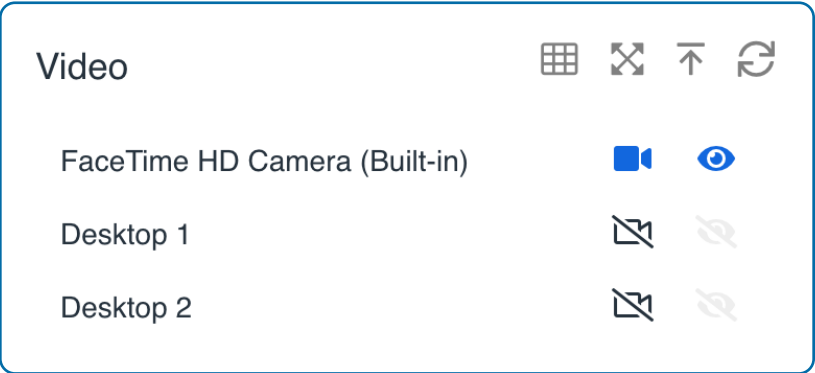
I'm having intermittent audio issues, what could be the cause?

- 1) The network status icon  will give you an indication of your network connection. Green = Healthy, Amber = Limited & Red = Poor
Please try a wired connection if possible.





Video

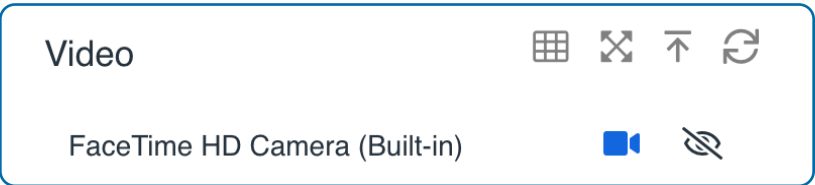
Why can't the other person in the meeting see me?

- 1) Your camera may be turned off, click on the camera icon to toggle the camera. Camera on  Camera off 
- 2) You may have the wrong camera selected, click on the settings icon  in the bottom right to display the camera selection.




Why can't I see my own video.?

- 1) You may have accidentally closed your own video window, click on the settings icon  in the bottom right to display the camera selection. Click on the Display icon  next to your camera to toggle your own video window. Display my video  Do not display my own video 



I'm having intermittent video issues, what could be the cause?

- 1) The network status icon  will give you an indication of your network connection. Green = Healthy, Amber = Limited & Red = Poor
Please try a wired connection if possible.

Connection

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

1) To rejoin your appointment please refer back to the Live Clinic screen and join again using the App or Web button.

						LC Delgado × LC Diabetes × AM GP Clinic - Kirby × My Appointments (Oncology) × My Appointments × All Appointments × Clear Filter		
LIVE SESSION (1)	Attendees	Description	Clinician	Date and Time ▾	Waiting			
Diabetes Clinic	249 668 3790	Diabetes referral Clinic (256)	Dr Delgado	Today at 12:15	● Live	End	App	Web

I'm having connection issues, what could be the cause?

1) The network status icon  will give you an indication of your network connection. Green = Healthy, Amber = Limited & Red = Poor

Please try a wired connection if possible.