



Visionable Connect



Troubleshooting FAQ

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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, Edge & 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 join a call.

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?

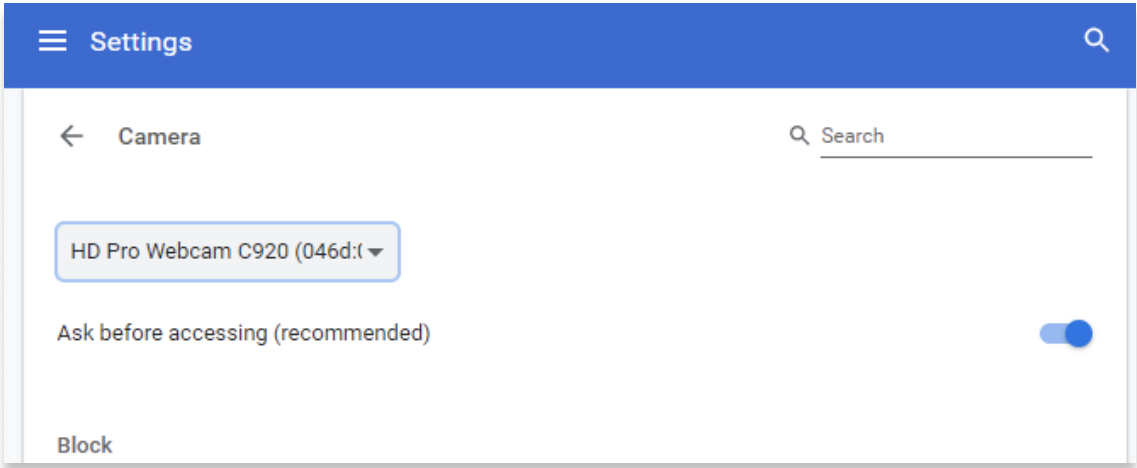
If you deny access to your camera, you will have to reload the page and allow access.

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

Camera set up in browser

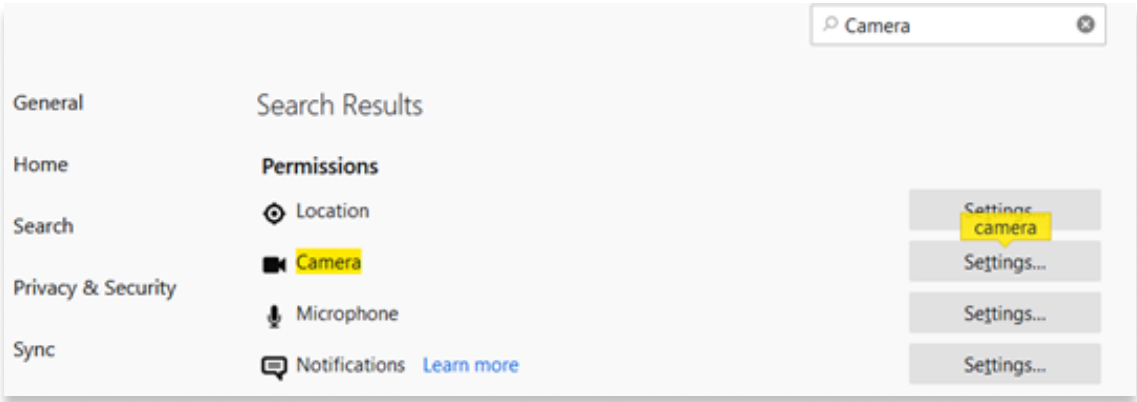
Chrome browser

Go to 'Settings'
Type 'Camera' in the search bar
Check if the camera you wish to use is selected and access option is on



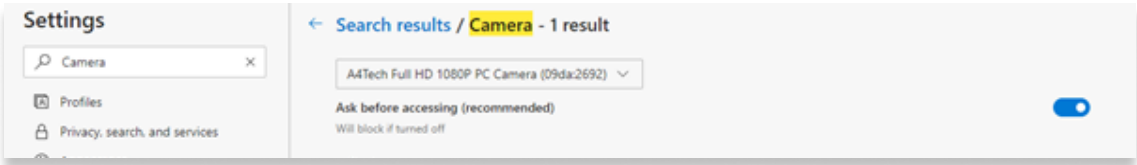
Firefox browser

Go to 'Preferences'
Type 'Camera' in the search bar
Click 'Settings' next to the Camera to specify which sites can access the camera



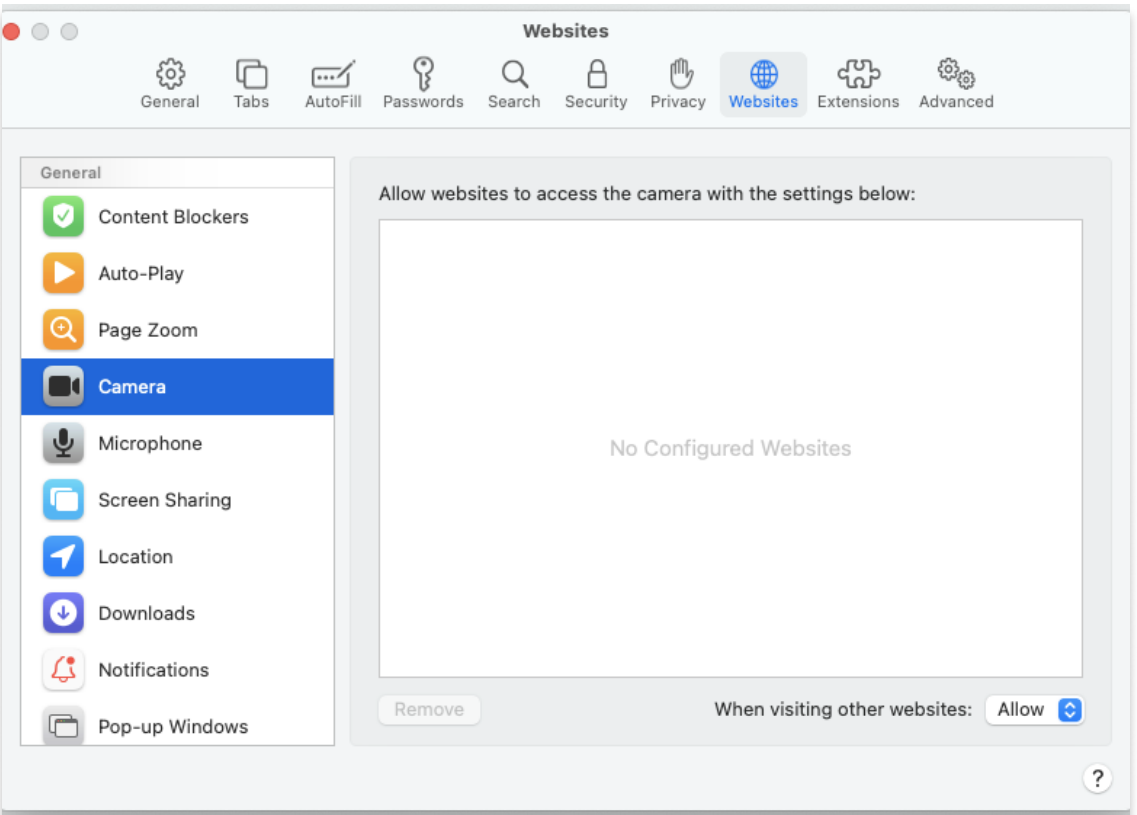
Edge browser

Go to 'Settings'
Type 'Camera' in the search bar
Check if the camera you wish to use is selected and access option is on



Safari browser

Go to 'Safari' in the top menu and then 'Preferences'
Click on the 'Websites' tab
Check that the Camera and is set to 'Allow'



Please note: you can also adjust your microphone settings using the same steps as above.

Audio

Why can't the other person on the call 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 on the call?

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 video call 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 browser's 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 device's 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 the call, how do I rejoin?

Option 1 - Reload your browser page

To rejoin the call please reload the page, tap/click on reload icon  in your browser's address bar.

Option 2 - Use your invite link

If option 1 does not connect you back to the call, please click on the invite link again 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.