

Telehealth Device Setting's Checklist

Before your telehealth appointment date, please go through these steps of checking certain settings on your mobile phone or ipad device:

If you have an iPhone or iPad, please check these settings and restart your iPhone/iPad afterward:

Important your phone is on the latest version software update.

- 1.) Go to **Settings**
- 2.) Click on **General**
- 3.) Click on **Software Update**.
- 4.) Download and install any update.

All devices: Best that you are connected to WiFi network versus just using your phone cellular data roaming.

iPhone devices: After the update is complete then perform these steps:

1. Click **Settings**
2. Click **Safari**. Scroll down and check these settings:
 - Click '**ADVANCED**' (very bottom) then '**Experimental Features**'
 - Scroll down list to find '**Media Recorder**'. Make sure this is set to 'Enabled' (green button is on)
 - Scroll down list and find all the **WebRTC** options (usually 2 to 4 listed); and make sure these are set to Enabled
 - Go back to your SAFARI settings and
 - Click **Camera** - make sure this is set to either ask or allow and then
 - Click **Microphone** - make sure this is set to either ask or allow

Only follow these 4 steps below if you have an issue with Safari browser not coming up or it appears your video link is buffering (you see just yourself in the bottom corner, but not the provider video image). Then, try resetting all network settings on your iPhone. This will delete all the stored Wi-Fi passwords, so after you complete these steps, your phone should automatically reboot and then you will have to connect back to your WiFi network. These steps may be able to resolve Safari cannot open the page iPhone error as well.

1. Click 'Settings', then click on 'General'.
2. Click on 'Reset' located at very bottom of screen.
3. Click on 'Reset Network Settings' option and a pop up box will appear on your iPhone screen to confirm settings.
4. Your iPhone should restart. After restart, re-connect to your wi-fi network and you may need to re-enter your wi-fi password.