



Frequently Asked Questions (FAQ) – eVisit (Video Visit) Troubleshooting

1. **Status remains stuck in 'loading' state.** When I access otnhub.ca the profile-status icon appears with a “spinning wheel” indicator  and the status doesn't change to “online” .

This is usually because **you are using an unsupported browser.**

To access all features and for best performance, use a Chrome browser.

For more details see [Browser Limitations When Videoconferencing](#).

Browser	Full Support	Limited Support
Chrome v 72+	✓	--
Firefox v 60 + ESR	--	✓
Edge v 79+	✓	--
Safari v 12+	--	✓


2. **A warning message “Cannot use video functionality” appears when I try to make a video call.**

A possible reason is that **you have not set the browser permissions to allow use of your camera or microphone.** Check your browser's permission settings and allow the OTNhub videoconference service to use your camera and microphone.

For **Chrome** browser:

1. To hide the error message, reload the page.
2. To the left of the web address, click the lock icon. A Permissions pop-up appears.
3. Set the Camera, Microphone, and Notifications settings to "Allow". A Reload page message appears.
4. Click Reload.

For **Firefox** browser:

1. To hide the error message, reload the page.
2. To the left of the web address, click the lock icon. A Site Information pop-up appears.
3. In the Permissions section, click the Settings icon  to open permissions preferences.
4. For Camera and Microphone, click Settings button and change the permission settings.


3. **Far-end site cannot see or hear me.** When I'm trying to videoconference with another participant, they don't see my video broadcast and/or can't hear me.

A possible reason is a **conflict with another application running on your computer or PC/Mac**. If you have other video apps installed (e.g., Skype or Yahoo), they might be using the microphone and/or camera. Only one application at a time can use these peripherals. You should shut down any competing applications. For more information, see [Troubleshooting Audio Issues](#) and [Troubleshooting Video issues](#).

4. **eVisit (Video Visit) calls not connecting when using a virtual environment** (e.g., Citrix).

eVisit (Video Visit) is not designed for virtual environments such as Citrix. You should access eVisit using an actual PC or Mac with the recommended [technical requirements](#) or use the [OTNconnect iOS app](#) or the [OTNconnect Android app](#).






5. **The Call Button  disappears from my calendar.** How can I get it back?

To restore the Call button, reload/refresh the page in your browser (click  in the browser address bar or press F5). If the button does not appear, sign out and then sign back in.

6. **Error message appears about Internet Explorer.** When I access the Videoconference service on otnhub.ca, I receive an error message that Internet Explorer is not supported.

As of March 19, 2020 Internet Explorer is not a supported browser for video visits because [Adobe will stop supporting Flash](#). OTN recommends that you use a Chrome browser for video visits. If you don't have Chrome installed, download and install it: [Chrome download](#), [Download instructions](#), [Make Chrome your default browser](#).

Other Troubleshooting Resources

-  [Troubleshooting Audio Issues](#)
-  [Troubleshooting Video Issues](#)
-  [Ensuring Quality Videoconferencing](#)
-  [Recommended Lighting](#)
-  [Running an eVisit Mirror Test](#)