

OTNhub Video Visit Troubleshooting FAQ

1. A warning message “Cannot use video functionality” appears when I try to make a video call using a desktop or laptop computer.

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 site information icon. A site settings pop-up appears.
3. Set the Camera, Microphone, and Notifications settings to "Allow".
4. Close the pop-up and refresh/reload the browser.

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.

2. When sharing on my PC or Mac, others do not hear the sound. When I’m sharing a video, other people can see the content, but they do not hear the sound.

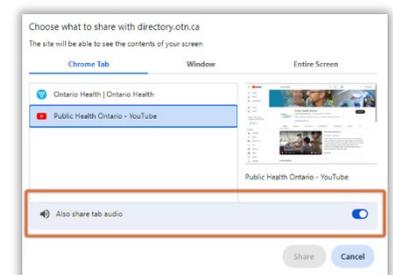
To allow other people to hear the sound in a shared tab or screen:

- You need to turn on the on “share audio” option.
- You should use a supported browser.

After selecting the “Share” button, in the “Choose what to share” pop-up, ensure that you select the “Also share ... audio” option.

Use a supported browser—Chrome or Edge.

- Firefox does not support sound in shared content.
- Safari does not support screen sharing.



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 device. If you have other video apps installed (e.g., Zoom or Facetime), they might be using the microphone and/or camera. Only one application at a time can use these peripherals. You should shut down unused applications.

4. Video visit calls do not connect when using a virtual environment (e.g., Citrix).

Video visits are not designed for virtual environments such as Citrix.

You should access video visits following the recommended [technical requirements](#) .

5. I use a Virtual Private Network (VPN) when connecting to websites on the Internet. I can't access OTNhub when using a VPN - what can I do?

You do not need to use a VPN to access OTNhub. If you cannot log in while using a VPN, disconnect from the VPN to access OTNhub.

OTNhub has built-in security and privacy features. It connects via an SSL (secure socket layer) and is encrypted.

Ontario Health (OTN) cannot guarantee that a VPN will work with OTNhub. For example, OTNhub uses geo-location to restrict access to only Canada and United States IP addresses. Or your VPN might have firewalls or other restrictions built in, that are incompatible with OTNhub.

6. 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.

Ontario Health (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](#). Supported browsers include:

- Chrome v88+ = full support
- Edge v88+ = full support
- Firefox v78+ = limited support (sharing content has some limitations)
- Safari v15.4+ on macOS 12+ (sharing content has some limitations)

7. 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.

8. Where can I find more OTNhub video visit troubleshooting information?

| OTNinvite events (joined via email or Host URL) | OTNhub events (joined from within OTNhub) |
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| <ul style="list-style-type: none">• Windows (PC) Troubleshooting• Mac Troubleshooting• iPhone/iPad Troubleshooting• Android Troubleshooting | <ul style="list-style-type: none">• Troubleshooting Audio Issues • Troubleshooting Video Issues • Ensuring Quality Videoconferencing • Running an eVisit Mirror Test  |