

## Troubleshooting Video Issues

This guide provides step-by-step instructions to overcome the most common video problems that can occur during a videoconference. We're here to help make sure your videoconferencing experience is a good one!

If you have a problem that does not match any of the conditions described below, or you have attempted the corrective action and the problem persists, please contact Ontario Health (OTN) Technical Support.

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**For further assistance and technical support, contact Ontario Health (OTN) Technical Support**

**Phone:** 1-855-654-0888 **Email:** techsupport@otn.ca

# 1 You See Others But They Don't See You

**The Short Answer:** Either your webcam is not working or the problem could be due to your Privacy settings.





1. Check your webcam's physical setup and ensure that:
  - It is properly plugged into the correct socket on your computer.
  - It is switched on.
2. Only one application at a time can use a webcam. Ensure that you don't have another application using the webcam.
3. Check the eVisit (Videoconference)  **Camera** button and ensure the camera is on and not in privacy mode .
4. Check that eVisit (Videoconference) is using the correct camera:
  - i. To view additional controls, click the  **More** button.
  - ii. To view device settings panel, click the  **Settings** button.The Settings panel appears listing all available devices. The camera currently in use is highlighted.
5. If your device is properly connected and configured but others still can't see your video broadcast, you might need to update your camera drivers. Check your camera manufacturer's website for the latest drivers.



Figure 1: Video window camera control









Figure 2: More controls



Figure 3: Device settings button and panel

## 2 You Don't See Your Self-View

**The Short Answer:** Either your webcam is not working or the problem could be due to your Self-View or Privacy settings.

1. Check your webcam's physical setup and ensure that:
  - It is properly plugged into the correct socket on your computer.
  - It is switched on.
2. Only one application at a time can use a webcam. Ensure that you don't have another application using the webcam.
3. Check the eVisit (Videoconference)  **Camera** button and ensure the camera is on and not in privacy mode .
4. Check that the **Self-View** feature is 'on'—the Self-View button should appear dark grey . If the button is white , your self-view is off—click the button to turn on self-view.
5. Check that eVisit (Videoconference) is using the correct camera:
  - i. To view additional controls, click the  **More** button.
  - ii. To view device settings panel, click the  **Settings** button.

The Settings panel appears listing all available devices.  
The camera currently in use appears highlighted.
6. If your device is properly connected and configured but you still can't see your self-view, you might need to update your camera drivers. Check your camera manufacturer's website for the latest drivers.



Figure 4: Video window self-view control



Figure 5: More controls




Figure 6: Device settings button and panel

# 3

## Warning Message “Cannot use video functionality”

**The Short Answer:** 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.

### 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.

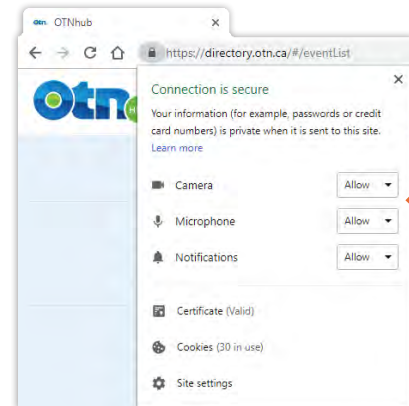




Figure 7: Chrome permissions pop-up

### 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.
5. Reload (refresh) the page to set the new permissions.

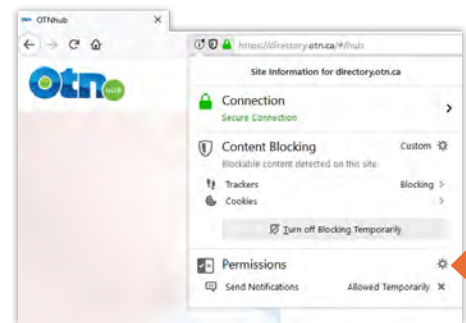


Figure 8: Firefox site information pop-up

# 4

## Poor Quality Video

**The Short Answer:** There are a number of factors that can affect the video quality in a videoconference. Review the table below to understand some of the more common factors.

Possible factor affecting video quality	Explanation and Suggested Solution
Bad lighting (e.g. dull or dark image lacking detail)	<ul style="list-style-type: none"> <li>• Good lighting is important for a good quality videoconference.</li> <li>• Use a desk lamp to augment overhead lighting.</li> <li>• Avoid sitting where there is a bright light behind you. For example, do not sit in front of a window.</li> <li>• For best results, the light source should originate from behind the webcam and shine on your face.</li> </ul>
Slow or busy internet connection.	<ul style="list-style-type: none"> <li>• Avoid sharing a connection with others, another application or another computer that's streaming video or file downloading which can consume bandwidth.</li> <li>• If you are connected via a wireless connection, you can improve the quality in most cases by using a wired connection.</li> <li>• <a href="#">Check your Internet connection's bandwidth</a>. If the videoconference is trying to use more bandwidth than your connection allows, there might be video issues.</li> </ul>
Computer running slowly	<ul style="list-style-type: none"> <li>• Your CPU may be intermittently working on other tasks. To free-up your CPU, close all applications except those necessary for your videoconference. (For example, shut down Outlook which can use a lot of bandwidth and CPU if it is downloading large attachments.)</li> <li>• If you're using a laptop, you might have problems with video calls when it's in power saving mode. Change your computer to AC power or switch your computer to maximum performance.</li> </ul>
Mobile device "power mode"	<ul style="list-style-type: none"> <li>• If you are using a mobile device (e.g., iPhone or Android), check that it is not using "low power mode" (also known as battery saver mode or power saving mode). <ul style="list-style-type: none"> <li>• For best performance during a videoconference, turn OFF low power mode - <b>before starting the call</b>.</li> <li>• Some mobile devices have this option automatically on by default. When turned on, battery saver mode can slow the device and affect some apps.</li> <li>• See <a href="#">Apple Support</a> or <a href="#">Android Support</a> for instructions about low power mode.</li> </ul> </li> </ul>
USB hub vs. USB port on computer	<ul style="list-style-type: none"> <li>• Plug the webcam directly into one of your computer's USB ports whenever possible rather than a USB hub (whether the hub is one you added to your computer, is built into your flat panel monitor, or is built into your laptop's docking station).</li> <li>• If you must use a USB hub, it should be externally powered for the best performance.</li> </ul>

## Checking Your Internet Connection (Bandwidth)



Setting a maximum bandwidth affects *future* calls.

To check your call quality before starting a videoconference, do a “mirror test”.

For instructions, see [Performing a Mirror Test](#).

Bandwidth is a measure of the quality and strength of your Internet connection, which can affect the video you see.

For example, if the videoconference is trying to use more bandwidth than your connection allows, it can cause the video to freeze, break up, or appear blurred.

A **Call Quality** indicator/button appears in the lower-right corner of the video window. If this indicator shows **Terrible** or **Poor**, you have a poor Internet connection.

When your network is causing poor videoconference quality, you can lower the bandwidth. This can improve quality of *future* calls.

Within the video window, the **Device Settings** panel contains information and a link to adjust the OTNhub Videoconference bandwidth setting.

1. While in a videoconference, to view additional controls, click the **More** button in the bottom tool bar.
2. To view the Device Settings panel, click the grey **Settings** button. The **Device Settings** panel appears on the left of the video window.
3. To see your **current bandwidth setting**, check the value displayed immediately under the Bandwidth title.
4. To open your OTNhub Videoconference settings, click the **bandwidth link**.

A new browser tab opens showing the OTNhub Videoconference settings with the default bandwidth value “High 1264 kbps”.

5. To lower the maximum bandwidth used by OTNhub Videoconference for future calls, click the **Bandwidth** field drop-down arrow and select a value less than your current bandwidth and then click **Submit**.

OTNhub changes its maximum bandwidth usage to match your selected level and a success message appears.

- The next time you participate in a videoconference, the new settings will take effect.
- To apply the changes to your current call, disconnect and then reconnect.

If there is a problem, an error message appears and the bandwidth is not changed.



Figure 9: More button in video window



Figure 10: Device settings & call quality

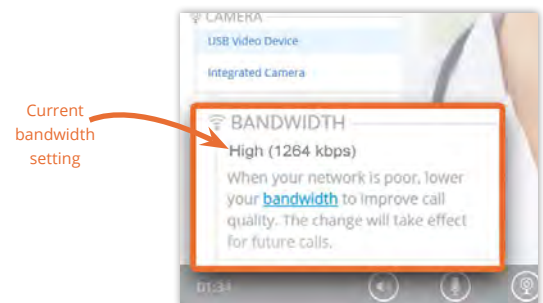


Figure 11: Bandwidth information

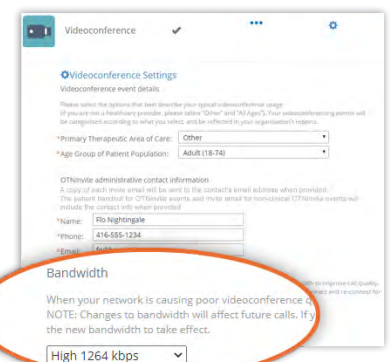


Figure 12: Bandwidth settings