## Troubleshooting Video Call

### Setup

**What are the minimum device and operating system requirements?**

When making calls with Video Call, user devices must meet the following requirements:

<table>
<thead>
<tr>
<th>Device Type</th>
<th>Requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Windows computer</strong></td>
<td>2GHz dual-core, i5 processor, 3GB of RAM</td>
</tr>
<tr>
<td><strong>Apple computer (iMac, Mac Pro, Mac Mini, MacBook, MacBook Air, or MacBook Pro)</strong></td>
<td>Intel 2GHz dual-core, i5 processor, 3GB of RAM</td>
</tr>
<tr>
<td><strong>Android tablet or smartphone</strong></td>
<td>(Less than two years old, with a front-facing camera)</td>
</tr>
<tr>
<td><strong>Apple iPhone or iPad</strong></td>
<td>iPhone 5S or later, iPad Air or later, iPad Mini 2 or later, iPad Pro</td>
</tr>
</tbody>
</table>

(For very old iOS devices you can use the old Coviu app here - do not use if you have an up-to-date device.)

**If you have spyware or antivirus software on your computer you may need to disable it before connecting. You will also need to ensure you are not on a VPN.**

**What are the web browser requirements?**

Users require one of the following web browsers to use Video Call:

<table>
<thead>
<tr>
<th>Browser Type</th>
<th>Requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Windows, Android, MacOS (Laptop or desktop computer)</strong></td>
<td>Google Chrome - Version 72 or later</td>
</tr>
<tr>
<td><strong>Windows, Android (Laptop or desktop computer)</strong></td>
<td>Firefox - Version 68 or later</td>
</tr>
<tr>
<td><strong>MacOS, iOS (iPad or iPhone)</strong></td>
<td>Apple Safari - Version 12.0 or later</td>
</tr>
<tr>
<td><strong>Android (Device)</strong></td>
<td>Google Chrome - Version 72 or later</td>
</tr>
</tbody>
</table>

**Should I do a precall ‘test’ every time?**

No this is not necessary, however if internet has been unreliable perhaps do a pre-test call. Here is the link for a pre-call test: [https://vcc.healthdirect.org.au/precall/](https://vcc.healthdirect.org.au/precall/)


**The camera and microphone cannot capture video and/or audio in the Chrome Browser on the computer.**

Here are some helpful HealthDirect links to help you troubleshoot:


**Does Video Call have any known issues and limitations?**


**Where can I find out more information about HealthDirect Video Call?**


Here is the link for the HealthDirect Video Call Help website: [https://help.vcc.healthdirect.org.au/](https://help.vcc.healthdirect.org.au/)