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Reimagined athenaTelehealth Experience Troubleshooting Guide

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Reimagined athenaTelehealth Experience Troubleshooting

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athenaOne network recommendations

Reimagined athenaTelehealth Experience Troubleshooting

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Browser Recommendations

- The Reimagined athenaTelehealth Experience will support browsers within two versions of their current version. For example, if you are using Chrome version 111, versions 109, 110, and 111 will be supported.

Provider Experience Troubleshooting Tips

I'm getting an error that the application cannot connect to my video and microphone

1. Ensure the browser has access to your camera and microphone in the browser security settings.
2. Ensure you're not using your microphone or camera for a different application such as streaming video or WebEx.

I'm getting an error saying that I already have an online call open with a patient, but I don't see anything

1. The athenaTelehealth appointment opens in a separate window, it may be located on a different screen or obscured by your web browser if it is set to your full screen.
2. Refresh your athenaOne browser page, re-enter the appointment, and click "Start Online Visit" again.

My speaker (audio) or camera (video) is not working

1. Ensure you're using a supported browser. For more information see the Browser Requirements section of the User Guide — athenaTelehealth page in O-help.
2. Ensure your device's volume is up. This could be at the device hardware level (system settings) OR in the appointment itself if the microphone icon is crossed out.
3. Ensure you choose "Join Audio by Computer" at the beginning of the appointment.

4. Open the appointment audio menu by clicking the "^" symbol next to the microphone icon. Once the menu opens select "Test Speaker and Microphone" to bring up the audio settings panel. From there you can select and test your connected output devices.

5. Ensure your browser tab is not muted. You can check by right clicking the tab and selecting "unmute site" in the options that appear

6. Ensure you do not have any other applications running that use your device's speakers.

7. If you are using external headphones or speakers, ensure they are selected in the appointment's audio settings

8. If you are using external headphones or speakers, ensure they've been correctly paired with your device. You can check for this using your device's hardware settings.

9. Make sure your web browser is not in incognito mode or private mode

10. Ensure the patient is not muted and that their microphone is working correctly. Have them select "test speaker and microphone" in the audio settings by clicking the "^" button next to the microphone icon at the bottom of the appointment window. Reference the "My Patient's microphone (audio) is not working" section of this document for more information.

My audio or video quality is poor

1. This is likely due to the strength of your internet connection. We recommend one of the following for troubleshooting network connectivity issues depending on your device:

    a. If you are able, move closer to your router and ensure there are no walls or obstacles between your device and the router.

    b. For desktop computers, connect an ethernet cable from a modem or router directly into your computer. This bypasses the need for a WiFi connection.

    c. For mobile devices, connect to cellular data if the carrier signal is stronger or, if WiFi is stronger, switch on airplane mode to ensure WiFi is the only signal used.

2. If possible, both patient and provider should ensure that all other applications are closed and that others are limited from heavy bandwidth activity such as streaming or gaming on the same internet or WiFi connection.

3. Ask the patient to join via desktop computer if they are on mobile.

I'm hearing an echo

Echoes are usually not caused by the person hearing them. If you hear an echo, have the patient try these steps:

1. Lower their speaker volume

2. Move their microphone away from their speakers, if possible

3. Have the patient open the appointment's audio settings menu by clicking the "^" icon next to the microphone icon. Once in the settings menu ensure that "Background noise suppression" and "Browser built-in noise suppression" are selected

4. Use headphones

5. It is unlikely, but possible that the patient has joined as two separate participants. Have them check their browser tabs for open appointments and close them.

My patient is online and can see themselves, but when I join, I don't see anyone

1. Ensure the patient is not in a different appointment, either by phone or video. Have the patient leave and rejoin using the original link. See "My patient needs the athenaTelehealth link again" for more information.

2. Click the "end" then the "end meeting for all" button and rejoin the call by clicking "Join Online Visit" again.

The video of my patient is completely black on my screen

1. **If your patient is on a desktop computer**, ensure there is nothing obstructing their webcam like a privacy screen etc. If they have an external webcam, have them unplug it and re-plug it in.

2. **If your patient is on mobile**, they may be looking at a different application which sends the appointment to the background and turns off video for privacy reasons. Have the patient navigate back to the appointment window.

General Tips:

1. Leave the call and refresh the athenaOne browser window. Go back to the patient encounter and click "**Start Online Visit**" again. This should solve most issues.

2. Log out of athenaOne and re-login.

3. Check for any security software on the provider-side device that may be filtering web content and sites based on select criteria. Disable the security software and determine if this fixes the problem. If it does, your IT team will need to test certain configurations of security software to ensure your device is protected while still allowing for athenaTelehealth appointments.

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Patient Experience Troubleshooting Tips

My patient doesn't know if their device will work

Most modern devices with web browsers, cameras, and microphones are compatible with our software provided they've been updated recently. There is also a device test workflow in the appointment itself to test speakers and microphone. If patients are still not sure, have them update their operating system to the latest version.

My patient needs the athenaTelehealth link again, but I've already completed check-in

1. On the main menu click "Appointments", then click today's appointments
2. Click on your patient's name from the sidebar menu
3. Click the "check-in" circular icon under the patient's name and demographics section
4. Click "send link to patient", or click "copy visit link" if you wish to send the link by other means
5. After you've sent the link, you can navigate back to the Intake or Exam phase by using the circular buttons next to "check-in"

My patient sees a "this link is not active" error even though it is the day of the appointment

1. Have your patient try reopening the link. For more information see the Browser Requirements section of the User Guide — athenaTelehealth page in O-help.
2. Go to the check-in page and provide the patient with the appropriate link for this encounter. See "my patient needs the telehealth link again" in the above section.
3. Ensure your patient is copying and pasting the entire link from the email or whichever means they've received it.

My patient sees a message asking them to allow access to their device's camera and microphone

1. Ensure your patient clicks "allow" when prompted at the beginning of the appointment.
2. Ensure your patient can navigate to the browser permissions to allow access to camera and microphone.

My patient is getting an error that the application cannot connect to their video or microphone

1. Ensure your patient clicks "allow" when prompted at the beginning of the appointment.
2. Ensure your patient can navigate to the browser permissions to allow access to camera and microphone.
3. Ensure the patient is not using their microphone or camera for a different application.
4. Ensure the patient is not browsing in incognito or private mode.

My patient is getting a message saying they are using an unsupported browser

Please reference the Browser Requirements section of the User Guide — athenaTelehealth page in O-help for information about compatible browsers.

My patient can't hear the visit audio

1. Ensure you are not muted by checking the microphone icon in the appointment, as well as your device's hardware settings to check that your input device (microphone) is connected and working properly.

2. Ensure the volume is up on their device. This may include having them check both the media AND call volume settings on a mobile device, as different browsers and hardware manufacturers handle this differently.

3. Ensure the patient's speakers are selected and working correctly. They can check this by opening the audio menu next to the microphone icon in the appointment, selecting "test speaker & microphone" and running the internal test on their devices

4. If the patient is using a Bluetooth peripheral device, have them check it is connected correctly in their device's settings. If necessary, have them disconnect and reconnect the device

5. Ensure the patient disabled any pop-up blockers

6. Ensure your patient clicks "allow" when prompted for device permissions at the beginning of the appointment.

7. Ensure your patient can navigate to the browser permissions to allow access to speakers and/or volume.

8. Ensure your patient's browser tab is not muted. They can check by right clicking the tab and selecting "unmute site" in the options that appear

9. Ensure the patient is not using their microphone or speakers in a different application that is currently running.

10. Ensure the patient is not browsing in incognito or private mode.

My patient's camera (video) is not working

1. Start by making sure there are not obstructions or privacy screens blocking the patient camera. If they are using an external webcam, have them unplug it then re-plug it in.

2. Ensure the patient selected the correct camera in the video settings menu that can be opened by clicking the "^" button next to the camera icon

3. Make sure the patient is not on phone or video call. If all else fails, have the patient leave and rejoin using the original visit link.

4. Try having them toggle the camera on and off using the camera icon at the bottom of the appointment window.

5. Ensure your patient clicks “allow” when prompted for device permissions at the beginning of the appointment.

6. Ensure your patient can navigate to the browser permissions to allow access to speakers and/or volume.

7. Ensure the patient is not browsing in incognito or private mode.

My patient’s microphone (audio) is not working

1. Have the patient toggle the microphone on and off by clicking the microphone icon at the bottom of the appointment window.

2. If the patient is using an external microphone, have them check it is connected and shows up in the audio devices list. The list can be opened by clicking the “^” button next to the microphone icon at the bottom of the appointment window. There is also an option in this menu to test the microphone. If all else fails, have the patient unplug then re-plug in the device.

3. Have the patient try a different audio input device (microphone).

4. Ensure your patient clicks “allow” when prompted for device permissions at the beginning of the appointment.

5. Ensure your patient can navigate to the browser permissions to allow access to the microphone.

6. Ensure the patient is not browsing in incognito or private mode.

My patient’s audio or video quality is poor

1. This is likely due to the strength of their internet connection. We recommend one of the following for troubleshooting network connectivity issues depending on their device:

    a. If they are able, have them move closer to their router and ensure there are no walls or obstacles between their device and the router.

    b. For desktop computers, have them connect an ethernet cable from a modem or router directly into their computer. This bypasses the need for a WiFi connection.

    c. For mobile devices, have them connect to cellular data if the carrier signal is stronger or, if WiFi is stronger, have them switch on airplane mode to ensure WiFi is the only signal used.

2. If possible, both patient and provider should ensure that all other applications are closed and that others are limited from heavy bandwidth activity such as streaming or gaming on the same internet or WiFi connection.

3. Ask the patient to join via desktop computer if they are on mobile.

My patient is hearing an echo

Echoes are usually not caused by the person hearing them. If you hear an echo, try these steps:

1. Lower your speaker volume

2. Move your microphone away from your speakers, if possible

3. Open the appointment's audio settings menu by clicking the "^" icon next to the microphone icon. Once in the settings menu ensure that "Background noise suppression" and "Browser built-in noise suppression" are selected

4. Use headphones

My patient left the call by accident

1. If the patient ended the call and is seeing the call summary or "thank you" page, they can simply refresh the page to re-enter the meeting.

2. Your patient can use the original link to re-enter the meeting

Device and Browser Specific Troubleshooting

Speakers

Mac Desktop/Laptop

1. Make sure that you're using the latest version of MacOS. Back up your important information and then update the software on your Mac.

2. Disconnect any external audio devices from your computer. Also disconnect any cables from the USB, Thunderbolt, FireWire, or 3.5mm audio ports.

3. If you still can't hear the sound from the internal speakers after updating your software, check your sound settings.
    a. From the Apple menu choose System Preferences.
    b. Select Sound.
    c. Click the "output" tab, then select Speakers. If you don't see the "Internal Speakers" as an option in the Output window, contact Apple Support.
    d. If the volume slider is set low, move the slider to the right and test again.
    e. If the mute checkbox is selected, uncheck it and test again.
    f. If you still don't hear any sound, contact Apple Support.

Windows Desktop/Laptop

1. Check your speaker output.
2. Run the Windows audio troubleshooter.
3. Verify that your computer is running the latest Windows updates.
4. Check your cables, plugs, jacks, volume, speaker, and headphone connection.
5. Check your sound settings.
6. Update your audio drivers.

Apple Mobile Device

1. Make sure that Silent mode is off; on your device, move the Silent Mod switch forward so that the orange isn't showing.
2. Go to Settings > Sounds (or Settings > Sounds & Haptics) and drag the Ringer and Alerts slider back and forth a few times. Note: if you don't hear any sound, or if your speaker button on the Ringer and Alerts slider is dimmed, your speaker might need service, please contact Apple Support.
3. If you hear sound, make a call with an iPhone and turn on speakerphone. On an iPad or iPad Touch, make a FaceTime call. If you still can't hear, or hear static, your network or reception could be the issue. Please contact your cellular or internet service provider

Android Mobile Device

1. Check the media and/or call volume
    a. Go to settings
    b. Tap sound and vibration
    c. Tap volume
    d. Move the media and/or call volume slider up to increase volume
    e. Make sure your device isn't set to "Do Not Disturb"
    f. Restart your device
2. Unplug then re-plug in your headphones to ensure audio isn't going to the headphone jack. If the problem persists, contact your carrier. Note: if you're connected to an external speaker by Bluetooth etc. make sure you do not also have headphones plugged in, which will default audio output to the headphones and not the speaker.

Camera

Mac Desktop/Laptop

Google Chrome:

1. Select the lock icon located near the right side of your search bar.
2. Select the dropdown menu next to camera and microphone.
3. Change the camera and microphone access to "allow".
4. Refresh the browser tab.

Safari:

Safari will ask you to allow athena.io access to your device's camera and microphone each time you sign in or refresh the page.

1. Open Safari Preferences.
2. Navigate to websites.
3. Go to Camera and Microphone tabs.
4. Change access to "allow".
5. Restart Safari.

Firefox

1. Select the lock icon located on the right side of the search bar.
2. Click both "X"'s to clear this permission and ask again.
3. Refresh the browser tab.

4. When prompted, ensure you're using the correct camera & microphone inputs, and select "allow".

If your camera still won't turn on in Firefox:

1. Select menu icon in upper right corner.
2. Go to preferences / options.
3. Scroll down to privacy & security.
4. In the camera & microphone setting, ensure that athena.io is set to "allow".
5. Restart Firefox. If your camera and microphone are still disabled, you may need to reset all permissions.

Windows Desktop/Laptop

Google Chrome:

1. Select the lock icon located near the right side of your search bar.
2. Select the dropdown menu next to camera and microphone.
3. Change the camera and microphone access to "allow".
4. Refresh the browser tab.

Microsoft Edge:

1. Select the lock icon located near the right side of your search bar.
2. Select the dropdown menu next to camera and microphone.
3. Change the camera and microphone access to "allow".
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5. Restart Firefox. If your camera and microphone are still disabled, you may need to reset all permissions.

Apple Mobile Device

1. Restart the Safari browser app.
2. Make sure your camera works with FaceTime etc.
3. On iOS 13 and up, you can also select the camera and microphone to be enabled by default for an easier login experience.
    a. Go to Settings on your device.
    b. Scroll down and open the Safari tab.
    c. Ensure camera & microphone are set to "allow".
    d. Make sure "Request Desktop Site" option is turned off.

Android Mobile Device

1. Tap the dots in the upper right-hand corner.
2. Open settings.
3. Open privacy.

4. Select “clear browsing data” and restart Chrome.
5. Once you login or re-enter the waiting room, be sure to select “allow” when prompted to enable camera and microphone.
6. If that doesn’t work, you may need to reset all permissions in your device settings.

Microphone

Mac Desktop/Laptop

Google Chrome:

1. Select the lock icon located near the right side of your search bar.
2. Select the dropdown menu next to camera and microphone.
3. Change the camera and microphone access to “allow”.
4. Refresh the browser tab.

Safari:

Safari will ask you to allow athena.io access to your device’s camera and microphone each time you sign in or refresh the page.

1. Open Safari Preferences.
2. Navigate to websites.
3. Go to Camera and Microphone tabs.
4. Change access to “allow”.
5. Restart Safari.

Firefox

1. Select the lock icon located on the right side of the search bar.
2. Click both “X”’s to clear this permission and ask again.
3. Refresh the browser tab.
4. When prompted, ensure you’re using the correct camera & microphone inputs, and select “allow”.

If your microphone still won’t turn on in Firefox:

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4. In the camera & microphone setting, ensure that athena.io is set to “allow”.
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6. If that doesn’t work, you may need to reset all permissions in your device settings.

Network Recommendations

athenaOne network recommendations

Please ensure that your IT department has followed all network recommendations found in the athenaOne Technical Requirements.

If users receive a “Network error,” a “Please try again,” or a “Can’t connect to our service, please check your network connection and try again” error, please review this article.