

Therapist troubleshooting (based on troubleshooting and basics)

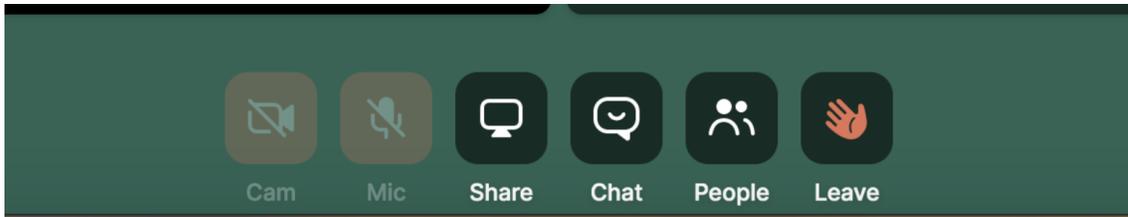
<https://docs.whereby.com/end-user/end-user-support-guides/end-user-documentation>

In case you or your patient can't connect to the room:

- Check your internet connection is working.
- Check your browser is up to date.
- Clear your cache and cookies.
- Disable extensions and open browser in an incognito mode.
- Try to use a different browser.

In case the patient can't see you:

- Can you see yourself?
 - If you can see yourself, try to:
 - Reload the page
 - Restart your browser
 - Try another browser
 - If you can't see yourself, try to:
 - Does your camera button look like in the picture below?



If yes:

- Check your permissions:

Troubleshooting & Basics | Whereby

Use the below information with your Support, Success, and Product teams to better assist your customers. Feel free to add as much or as little of

🌐 <https://docs.whereby.com/end-user/end-user-support-guides/end-user-documentation#blocked-camera-and-microphone-access>

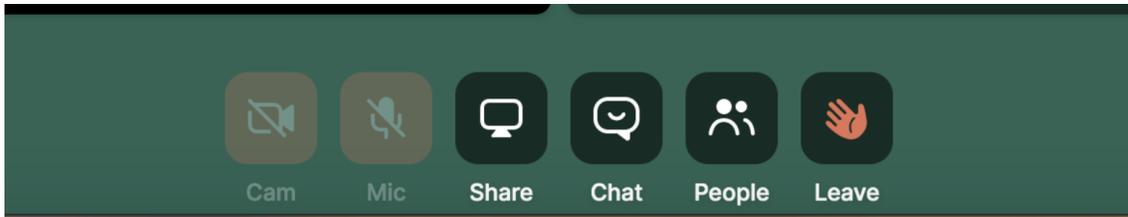
A promotional banner for Whereby. It features the text "Whereby" at the top, followed by "A powerful API & SDK to integrate delightful video calls" in a large, bold font. Below the text are several small icons representing different features or integrations.

If not:

- Try to reload
- Try to restart the browser
- If using an external camera, try to turn it off and on again.

In case you can't see the patient:

- Ask the patient: can they see themselves?
 - If they can't see themselves, suggest them to:
 - Reload the page
 - Restart your browser
 - Try another browser
 - If they can't see themselves:
 - Ask them if the camera button looks like in the picture below:



If yes:

- Ask them to check their camera permissions:

Troubleshooting & Basics | Whereby

Use the below information with your Support, Success, and Product teams to better assist your customers. Feel free to add as much or as little of

🌐 <https://docs.whereby.com/end-user/end-user-support-guides/end-user-documentation#blocked-camera-and-microphone-access>

A promotional banner for Whereby with a light beige background. It features the text "Whereby" at the top, followed by "A powerful API & SDK to integrate delightful video calls" in a large, bold font. Below the text are several small icons, including a smartphone, a laptop, and a hand holding a pen.

If not, suggest them to:

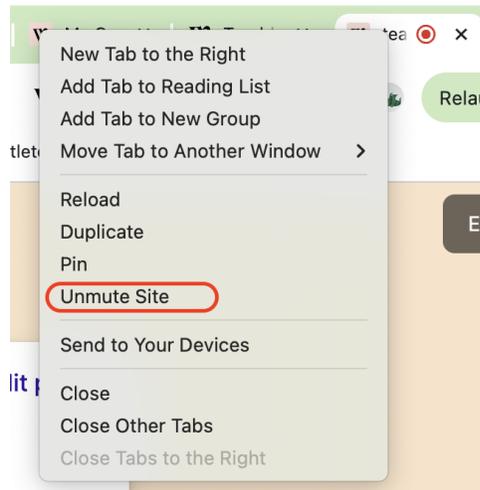
- Try to reload
- Try to restart the browser
- If using an external camera, try to turn it off and on again.

In case you can't hear the patient:

Does the sound work on your machine? Try this by opening any video with sound on your machine (like a youtube video).

If the sound works on your machine:

- Right click on the tab to verify the site is not unmuted



- Try to reload
- Disable extensions and open browser in an incognito mode.
- Try to use a different browser.

If the sound doesn't work on your machine:

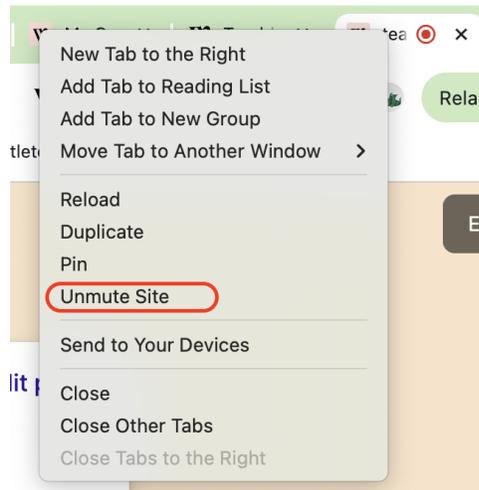
- Try turning the volume up.
- Verify audio source
- Restart your browser
- Restart your machine

In case the patient can't hear you:

Ask the patient in the chat if the sound works on their machine? Tell them they can try this by opening any video with sound on their machine (like a youtube video).

If the sound works on their machine, suggest them to:

- Right click on the tab to verify the site is not unmuted



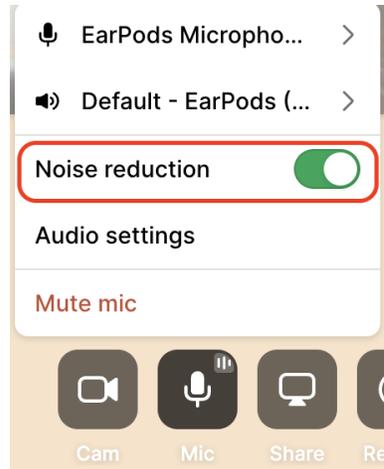
- Try to reload
- Disable extensions and open browser in an incognito mode.
- Try to use a different browser.

If the sound doesn't work on their machine, suggest them to:

- Try turning the volume up.
- Verify audio source
- Restart your browser
- Restart your machine

In case you or your patient experience echo or audio distortion:

- Check if there are other windows/tabs using the microphone.
- Disable or enable the noise reduction.



- Try using headphones
- Reload the tab
- Restart the browser
- Try a different browser

In case you or your patient experience disconnects or video/audio freezes:

- If you're using WIFI, move closer to the router.
- Close other activities that heavily use your internet connection (like downloading)
- If possible, try connecting via another network temporarily (for example a hotspot connection)
- Restart your router
- Close browser tabs you don't need.
- Close other apps running on your computer.
- Make sure your laptop fans are not blocked.
- Disable any background video effects or noise reduction
- Turn off your video while on the call