

Basic Technology Troubleshooting Guide



California Telehealth
Resource Center

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This toolkit was developed in collaboration with the National Telehealth Technology Assessment Resource Center (TTAC), a HRSA funded national telehealth resource center, that aims to create better-informed consumers of telehealth technology by offering a variety of services in the area of technology assessment.

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ABOUT CTRC

The California Telehealth Resource Center (CTRC) offers no-cost, unbiased training, educational resources, and technical assistance to help California providers and patients get the most from telehealth. As the federally designated telehealth resource center for the region, we offer unbiased tools and services based upon proven telehealth practices. We create lasting change and improvement by focusing on implementation, sustainability, reimbursement and policy, integration, workflows, and patient/provider adoption.

As part of the National Consortium of Telehealth Resource Centers and the OCHIN family of companies, CTRC assists thousands of providers and patients annually. We have extensive experience supporting the health care safety net, rural and urban providers, and patients and families throughout California who would otherwise be unable to access quality health care due to geographic isolation, language/cultural barriers, lack of insurance, disability, homelessness, and more.

CTRC Basic Troubleshooting Guide Toolkit

This troubleshooting guide is geared toward the clinic provider to include the use of stand-alone carts, laptops, desktops, and tablets. It should be noted that audio/video platforms vary, and it is important to read and follow the manufactures' specific troubleshooting guidelines.



Basic Troubleshooting Guide: Clinic/Provider V7

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CHECK SETUP

Start each day with fresh boot of computer or tablet or medical cart and ensure that operating system and anti-virus software is up to date.

Make sure to use an application supported browser on your device.

Make sure anti-virus software and firewall will allow application to run.

If connecting only through cellular network, make sure cellular data and roaming are turned on.

As a broad general rule, wired configurations are more secure and provide more reliable connections to both computer and network. While wired connections reduce mobility, they can sometimes be more reliable than Wi-Fi networks.

If device requires Bluetooth connection, pair the device before starting the session.



CHECK CONNECTION

Run speed test (www.speedtest.net) to ensure proper connectivity to a network and maintain a minimum network speed of 1 MB/s download and 384 Kb/s upload for live diagnostic video. Bandwidth requirements vary based on clinical platform and specialty.

If speed test will not load or speed is too low, then check Wi-Fi or ethernet connection to local network. If Wi-Fi is enabled on your device and/or ethernet cable is connected to wall jack and still no connectivity, contact local IT support to run diagnostics on your local area network.

Sometimes a simple reboot of both the computer/tablet and the local router will re-establish network connections and re-establish usable network speeds.



AUDIO PROBLEMS

Make sure the microphone is connected to computer.

Make sure microphone is not muted and volume is set to mid-range.

Make sure both patient and provider are situated in close proximity to their microphone and try to reduce the room background noises as much as possible.

If you hear feedback through your speaker, it may be caused by another audio input source in too proximity (i.e., digital stethoscope).

Make sure both parties are using the proper app and no other apps are running (only one app running at a time can access the microphone).

If the computer has multiple microphone options (headset, external mike, webcam microphone), make sure the correct microphone input is selected and enabled on your computer. If using a PC, under Settings, make sure that you allow apps to access your microphone.



