

Telepractice Troubleshooting

Issue	Reasons	Solution
If you can't connect to the call	<ul style="list-style-type: none"> • There is no internet connectivity on one end • The video service is down • Video conference is blocked or restricted 	<ul style="list-style-type: none"> • Check that all devices are plugged in and turned on • Ensure all cables are connected • Try rebooting the equipment (I.e. turn it off, wait for 10 seconds and turn it back on)
If you are having connection issues or if your session freezes	<ul style="list-style-type: none"> • Poor Internet service quality (e.g. network congestion, internet black spot) 	<ul style="list-style-type: none"> • Make sure others in your home are not streaming movies or video clips • Sit near the Wifi Modem • Switch off your camera if not required • Upgrade your internet plan
If you can't see them or they can't see you	<ul style="list-style-type: none"> • The video is disabled • The camera is not functioning or connected • Lighting in the room is too dark • Positioning of the camera 	<ul style="list-style-type: none"> • Make sure the video is selected on MS Teams • Adjust the positioning of the camera • Ensure good lighting (in front not behind you)
If you can't hear them or they can't hear you	<ul style="list-style-type: none"> • The mute button is on • The correct microphone is not selected • The microphone is disabled or the audio is disabled • The microphone is not functioning or connected • No speakers or headphones are available 	<ul style="list-style-type: none"> • Ensure both the microphone and the audio are unmuted in MS Teams • Depending on the device used there may be multiple microphones or speakers. Make sure to select the correct one • On MS Teams, click on the three dots on the top bar (black) in the right-hand corner inside the videocall and click device settings  <ul style="list-style-type: none"> • Try selecting another microphone or speaker

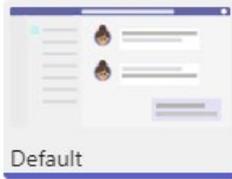
Continues on next page

<p>Turning off MS Teams from opening automatically on your computer</p>	<ul style="list-style-type: none"> When you download the MS Teams app the settings will default to opening automatically and continuing to run when closed, which can slow your computer down 	<ul style="list-style-type: none"> To turn off these settings, open the MS Teams App. Click the three dots on the top purple bar on the right side (not inside the videocall)  <ul style="list-style-type: none"> Click settings and select general Uncheck the boxes for 'Auto start application' and 'On close keep the application running' (see picture below)
---	--	---

Settings ✕

- ⚙️ General
- 👤 Accounts
- 💎 Plans and upgrades
- 🔒 Privacy
- 🔔 Notifications
- 🛡️ App permissions

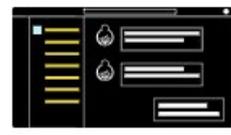
Theme



Default



Dark



High contrast

Application

To restart, right-click the Teams icon in the taskbar, then select Quit. Then reopen Teams.

- Auto-start application
- Open application in background
- On close, keep the application running
- Disable GPU hardware acceleration (requires restarting Teams)
- Register Teams as the chat app for Office (requires restarting Office applications)
- Enable logging for meeting diagnostics (requires restarting Teams)

Open new chat in

Main window New window

If you are still having problems call your therapist who will be happy to help you.