

Knowledgebase > VSee Clinic for Patients > Test Network, Audio and Video Settings for Providers

Test Network, Audio and Video Settings for Providers

You can conduct a device test to make sure that you are all set for a VSee Call. The device test will walk you through testing of the browser, microphone, camera, and a sample call test.

How to Conduct a Device Test if I'm Not Logged In How to Conduct a Device Test From the Clinic Page How to Conduct a Device Test From the Profile Menu What will I do during the Device Test?

- Browser Test
- <u>Microphone Test</u>
- <u>Speaker Test</u>
- <u>Camera Test</u>
- Call Test

Scope and Limitation

Related Articles

Conducting A Device Test Without Logging In

A. You can conduct a VSee device test on your computer or mobile device by using the link below:

- 1. Go to \blacksquare Clinic Portal The test will run automatically.
- 2. Follow the instructions on the test link.

B. If you have a scheduled appointment with your provider, a link to the test will be included in the invitation e-mail. Click that link and you will be sent to the device test page.

Confirmation: Clinic Portal Appointment

Clinic Portal <noreply@vsee.com> to me -

Dear Joe Test,

Your appointment at Clinic Portal is now confirmed.

Date: 04:42 PM on Thu, Apr 14 2022 (PDT) Visit Type: Video

Please log into the portal 15 minutes before your scheduled time.



You are recommended to test your device before the visit to ensure stable call quality.

Test Your Device

If you have any questions, please contact us at help@vsee.com

Thank you for using Clinic Portal!

Conducting A Device Test From the Clinic Landing Page as a Patient

- 1. Go to the Clinic page of your provider.
- Click on the "Test your device" located on the statement "Getting ready for your visit? <u>Test your device here</u>" on the middle-top portion of the page.

octor John Smith's Clinic		به به م	
	Getting ready for your visit? Test your device here		
VSee Clinic		For Providers	Help
Welcome to Doct	or John Smith's Clinic	Room co	de: lt2vt
O Open		El Enter Waiting Doom	
Welcome to my VSee Clini		Enter Waiting Room	
To enter the clinic, please fo	llow the steps below:		
1. Click on "Enter Wait	ng Room"		
2. On the next screen, t 3. When prompted ma	ype in your name and click on "Continue" ke sure to click on "Allow" to give permission for the browser to use your camera and microphone.		
o. Friteri prompted, mo			
4. Wait for me to join ye	u.		
4. Wait for me to join y	u.		
4. Wait for me to join ye	John Smith		
4. Wait for me to join ye	John Smith • Offline		
4. Wait for me to join y	John Smith Offline Registered Primary Care Physician		

Conducting A Device Test from the Profile Menu

- 1. Go to the Clinic page of your provider.
- 2. Click on Login.

VSee Clinic Bor Providers Help Login Sign Up	drjohnsmith.vsee.me/u/clinic Click	🖻 🖈	
Welcome to Doctor John Smith's Clinic Open Current number of patients waiting:0 Curr	VSee Clinic	For Providers Help Login Sign Up	
Open ■ [™] Current number of patients waiting: 0 ■ [™] If this is an emergency, please call 911. Video visit with your provider when you need it, where you need it. John Smith Offline Offline	Welcome to Doctor John Smith's Clinic		
John Smith © Offline	 Open Current number of patients waiting: 0 If this is an emergency, please call 911. Video visit with your provider when you need it, where you need it. 	Enter Walting Room Send Message	
Registered Primary Care Physician	John Smith Offline Registered Primary Care Physician		

3. Enter your login information and click on Log In.

VSee Clinic	For Providers Help Test Device Login Sign Up
	PATIENTS
	Log In
	Email Password
	Log In
	Don't have an account? Sign up now Forgot Password?
	G Sign In with Google
	Powered by VSee

- 4. Once logged in, click on **your name** at the top-right-hand corner.
- 5. Click "My Profile"

☑ Doctor John Smith's Clinic x + ← → C 	년 · Help Test Device 🗩 🚺	☆ ★ ≡ Sam Ar	- C	× ;
Image: Send Message Image: Send Message	Upcoming Appointm There are no upcoming events. Recent Visits There is no recent visit.	Help Log Out		
John Smith • Offline Registered Primary Care Physician				

6. Click **Test Device** to begin the device test.

Doctor John Smith's Clinic x +		~	-	- - r		×
VSee Clinic Home Visits Health	Help Test Device	H Si	am A	nders	ion •	;
Welcome to Doctor John Smith's Clinic Open M Enter Walting Room If this is an emergency, please call 911. Send Message Video visit with your provider when you need it, where you need it. Send Message	Upcoming Appointm There are no upcoming events. Recent Visits There is no recent visit.	Heli	p t Devi	ice		
John Smith • Offline Registered Primary Care Physician						

What To Do During the Device Test

Browser Test

1. Upon opening the device test link, the Browser Test will automatically run to check your device OS (Operating System), browser, and network conditions. If the OS, browser version and network setup are suitable, a checkmark will appear on each item. Click **NEXT**.

	VS	ee	C	ini	ic
--	----	----	---	-----	----

For Providers	Help	Test Device
101 FTOVIDELS	ricip	ICST D'CVICC

Browser Chrome (Version 100.0.4896) Network Setup Passed 6 out of 6 tests.	Q	Operating System Windows (Version 10)
Network Setup Passed 6 out of 6 tests.	\odot	Browser Chrome (Version 100.0.4896)
	େ	Network Setup Passed 6 out of 6 tests.

Microphone Test

2. You will now be taken to the Microphone Test. If there are multiple microphones on your device, please select the one you will be using by clicking on it. (It is usually best to click the Default device on the uppermost selection) Once you have selected the mic, speak towards it.

VSee	Clinic

For Providers	Help	Test Device

	() () () () () () () () () () () () () (
	Pick a working microphone and say something	
	Default - Microphone (NVIDIA RTX Voice)	
	2 Next	

 If the mic picks up too little sound, you will arrive at this page. Consider the recommendations mentioned and check your mic. Make sure that you have selected the correct mic and that it is not muted on your device's volume controls. Once you have checked the mic setup, click on **Repeat Test** to try the test again.

Micro	phone seems no	ot working o	or you speak	too quietly.
		X		
- Make	ure that the micro	ophone or he	adset is conne	ected correctly
- N	lake sure that the	e microphone	is positioned	correctly.
	- Increase the	e volume of yo	our microphor	ne.

• If the mic works without any issues, you will see a waveform on the left side of the mic you have selected and will be taken to this screen to confirm that the mic works. Click on **Next.**



Speaker Test

3. The next test will be the Speaker Test. A continuous audio clip will be played to test the speaker output of your device. You can visually confirm the audio through a waveform shown on the left side of the speaker. If you can hear the audio well, click **Yes**.

- If you have multiple output devices (eg: Bluetooth speakers, headsets/headphones, or other external speakers that are connected to your device, please make sure to click the correct speaker that you will be using for the call. Usually, the default device is selected and works fine in most cases.
- If there is no sound or the sound output is too low, make sure that your device is not playing any other audio from different sources (Youtube, Music player apps, etc). If no other apps are running, check the volume settings of your device to make sure that the speaker you will be using is selected as the default speaker, that it is not muted (If this is the case, the speaker icon will have a line across it), and that the volume level is sufficiently high so that you can hear the audio clearly.

VSee Clinic

For	Providers	Help	Test Devic	e

C & O E Speaker Test	
Do you hear the sound playing? Try all your sound-output devices.	
ومعنانات Default - Definitive Technology (2- USB AUDIO DAC) (08bb:27c4)	
Communications - Definitive Technology (2- USB AUDIO DAC) (08bb:27c4)	
Ask Support Yes	

Camera Test

4. The next test will be for the Camera. When prompted by your browser, please make sure to click **Allow this time** or **Allow on every visit** to give access to the browser to use the camera. Once you have done this, click **Next.**

vsee-academy.vsee.me wants to	Schedule Health e-Rx	🗩 👩 Dr. Sara Miller 👻
Allow this time Allow on every visit Don't allow	Camera Test Camera Test We need your permission to use your camera When prompted, click Allow. https://vsee.me vsee.me wants to Use your camera Block Allow	
	Next	

5. The camera test will now begin. Make sure to click the correct camera if you have multiple cameras connected to your device. After you have selected the camera and confirmed that you can see yourself in the box below the camera selection, click **Yes**.

VSee Clinic For Providers Help Test Device (0) Ŷ Camera Test Do you see yourself well? Try all your camera. @ c722 Pro St O ChromaCam 0 Q Logi Capture 🕮 chromacam If not, please Clean your camera's lens & laser 1 Check if the phone case is covering the camera 2

Other Options

Restart your browser

Sometimes your web browser (e.g. Chrome, Edge, Safari) will have an issue connecting to your microphone/webcam device, and restarting the browser will resolve the issue.

Restart your device

Sometimes another application might be "using" or blocking access to your microphone/webcam. Make sure to completely close any other applications that might be using the camera (e.g. Skype, Zoom, etc.). You may also need to restart your device to solve the issue.

Check webcam shutters/sliders

Check webcam shutters/sliders which might be physically covering the cameras.

Call Test

6. The next test is the call test. This test aims to check if the device can send and receive data reliably for the call. It is not an actual call with a real person. The test will just send your video data and route it back to your device. You will just see yourself on both video feeds. Click **Next.**



7. The actual call test will now begin. You will see your video feed on two screens and the progress of the call test. You will not need to do anything at this point.

VSee Clinic

For Providers Help Test Device

Testi	ng 70%.		
Local Video	Received Video		
	Testi Local Video	Testing 70%. Local Video Received Video	Testing 70%. Local Video Received Video

- Once the Call Test is done and no problems have been found, you will automatically be brought to the Network Condition page. This test will check your network speed and condition and will produce an overall grade of your network quality through a meter. Ideally, a "Good" or "Excellent" network condition is recommended.
- If you encounter Poor or Fair network conditions, please try to double-check your network situation.
- If you are using a Wi-Fi or Cellular connection, please make sure that you are in an area with good signal coverage.
- If you are using a shared connection, make sure that there are no other people who are using the connection. Activities such as streaming videos in High-Definition, downloading large files, or conducting a separate video call will take up a lot of network bandwidth and will interfere with the quality of your VSee Call.

Congratulations, you have completed the Device Test.

8. Click on **Finish** and the browser window will be automatically closed for you.

VSee Clinic

For Providers Help Test Device

Call Test	
Excellent Network Condition Great! You are ready for your video visit. Remember to use your invite link to start your video 5-10 mins before your visit.	
Poor Excellent Delay: 33ms Loss Rate: 0%	
Finish	

Scope and Limitations

- The VSee Clinic Test Device feature is not available for VSee Clinic Mobile App (for Patients)
- If the Call preference setting is set to VSee Messenger, the VSee Messenger app will be launched to test the device.

VSee Clinic		For Providers	Help	Test Device
K Back				
	Have you installed VSee Messenger? To see your provider online, you need to install VSee, a video application. You'll need to install VSee before your session can begin. Installation is easy and takes about a minute.			

Related Articles

• You need to allow camera and mic permissions. If you have not done so, see <u>Allow Camera and Mic Permissions</u>.

If you have any questions, please contact us at <u>help@vsee.com</u>.

Tags	
audio setting	
test device	
test network	
video setting	