

MedStar Telehealth: Troubleshooting

This document describes common technical issues and helpful technical tips. Please call the MedStar Support Center at 888-805-4551 if you have additional questions related to telehealth.

Top Technical Issues

1. [Pulsing blue dot, no call received](#)
2. [Link sender sees grey screen, icons visible on right](#)
3. [Link sender sees grey screen, NO ICONS visible on right](#)
4. [Link sender sees grey screen, NO ICONS OR PREVIEW visible](#)
5. ["Poor Connection" message](#)
6. [Video, but no audio](#)
7. [Black screen](#)
8. [SSO Error](#)
9. [Wrong expert view](#)
10. [Cannot log in](#)
11. [Two-factor failure off network](#)

Helpful Technical Tips

1. [Technical requirements](#)
2. [Clearing cache and cookies in Chrome on a PC](#)
3. [Clearing cache and cookies on Apple computers](#)
4. [Allow access to your device's camera and microphone \(Google Chrome\)](#)
5. [Allow access to device's camera and microphone \(Apple products\)](#)



MedStar Telehealth: Troubleshooting

Technical Problem: Link recipient reports that they see a pulsing blue dot and the link sender never receives the incoming call

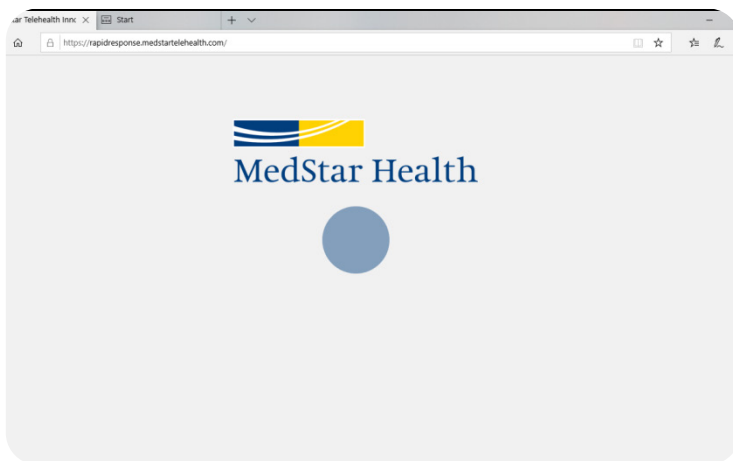
Link Sender Troubleshooting:

1. Ensure the sender is in Safari for IOS devices and Google Chrome for all other devices
2. Ensure sender isn't listed as "unavailable"

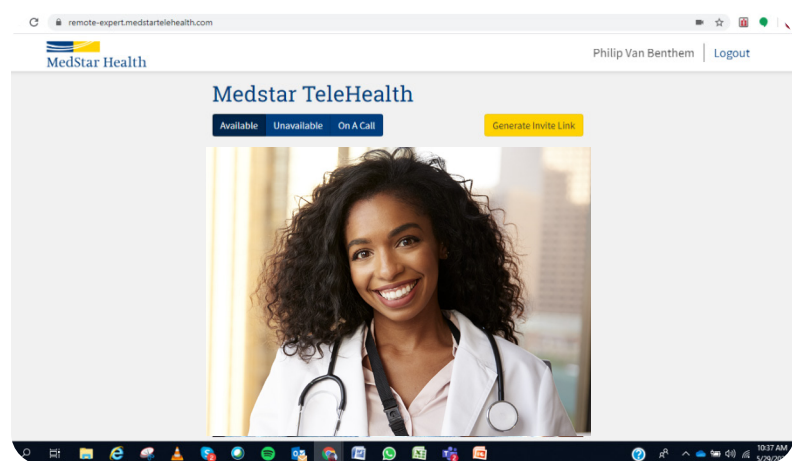
Troubleshoot with link recipient (see below) and attempt reconnection

If not successful:

3. Clear cookies and cache ([Mac](#), [PC](#))
4. [Reset camera and microphone settings](#)
5. Do a video test - videotest.medstarhealth.org



Recipient (e.g., Patient) View



Sender (e.g., Clinician) View

Link Recipient Troubleshooting:

1. Ensure recipient is using Safari for IOS devices and Google Chrome for all other devices
 - Walk the link recipient through [downloading Chrome](#) or [Safari](#) if necessary

Attempt reconnection

2. Clear cookies and cache ([Mac](#), [PC](#))
3. [Have recipient reset their camera settings](#)
4. Have recipient do a video test - videotest.medstarhealth.org

MedStar Telehealth: Troubleshooting

Technical Problem: Link sender sees grey screen when link recipient calls and there ARE visible icons on the screen

Link Sender Troubleshooting:

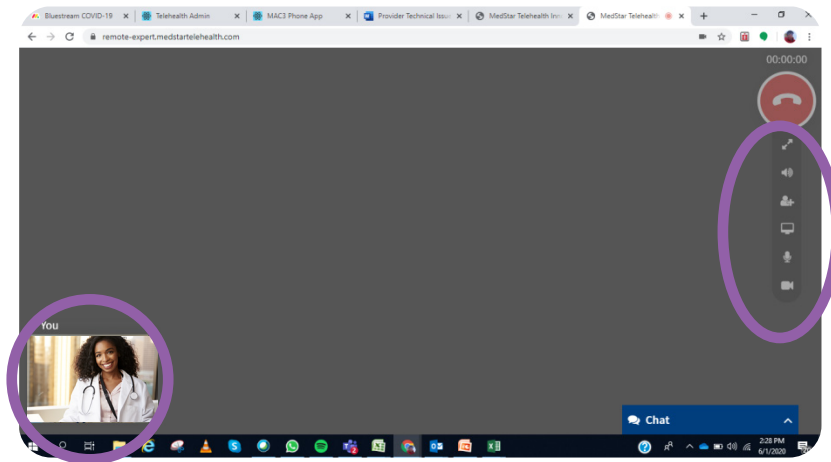
It is likely that the patient's device is connected properly, but bandwidth restrictions are delaying the call from developing video.

1. Wait up to 30 seconds for the video to generate

If no connection after 30 seconds, assist the link recipient with troubleshooting (see below)

2. Do a video test to ensure sender has adequate bandwidth
 - videotest.medstarhealth.org
3. Connect laptop/PC directly to modem (or a port in the wall) with an ethernet cable
 - If on mobile device, connect to WiFi, or find a location with better cellular coverage
4. If off the MedStar network, ensure the link sender is not on SERA VPN

Attempt reconnection



Link Recipient Troubleshooting:

It is likely that the recipient's device is connected properly, but bandwidth restrictions are delaying the call from developing video.

1. Wait up to 30 seconds for the video to generate
2. Have recipient do a video test to ensure link sender has adequate bandwidth
 - videotest.medstarhealth.org
3. Connect laptop/PC directly to modem (or a port in the wall) with an ethernet cable
 - If on mobile device, connect to WiFi, or find a location with better cellular coverage

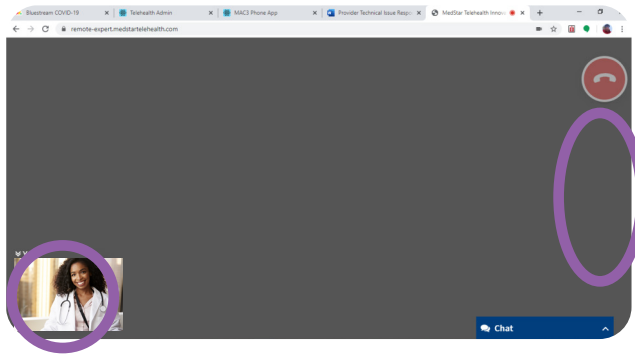
MedStar Telehealth: Troubleshooting

Technical Problem: Link sender sees grey screen when link recipient calls and there are NO ICONS on the right side of the screen

Link Sender Troubleshooting:

1. Ensure the sender is in Safari for IOS devices and Google Chrome for all other devices
2. If you see the sender in the lower left corner
 - **Attempt troubleshooting (see below) with the link recipient**
3. If you cannot see the preview screen in the lower left corner
 - Ensure sender's device has a built-in camera, or a webcam is connected
 - Ensure that no other open applications or websites are also using the webcam or microphone
 - Clear cookies and cache ([Mac](#), [PC](#))
 - [Allow access to device's camera](#)
 - Restart device
 - Do a video test - videotest.medstarhealth.org

Attempt reconnection



Link Recipient Troubleshooting:

It is likely that the recipient did not allow the proper permissions for access to the camera and microphone

1. Ensure recipient is using Safari for IOS devices and Google Chrome for all other devices
 - Walk the link recipient through [downloading Chrome](#) or [Safari](#), if necessary
2. Ensure that no other applications or websites are open and running
3. Have recipient clear their cache and cookies ([Mac](#), [PC](#))
4. [Have recipient allow access to the device's camera](#)

Attempt reconnection

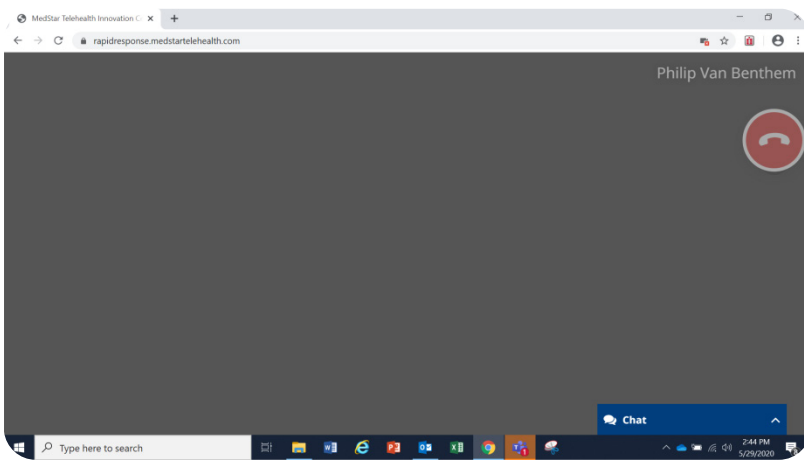
5. Have recipient restart device
6. Have recipient do a video test - videotest.medstarhealth.org

MedStar Telehealth: Troubleshooting

Technical Problem: Link sender sees grey screen when link recipient calls, with NO ICONS OR PREVIEW SCREEN

Link Sender Troubleshooting:

1. Restart device
2. Ensure the sender is in Safari for IOS devices and Google Chrome for all other devices
3. Ensure that no other open applications or websites are also using the webcam or microphone
4. Clear cookies and cache ([Mac](#), [PC](#))
5. [Allow access to device's camera](#)
6. Do a video test - videotest.medstarhealth.org



Note: resending the link will not change the fact that the recipient initially refused camera/mic access. The recipient will need to "allow" access by following the troubleshooting steps.

Link Recipient Troubleshooting:

Ask the recipient to look for the preview image of themselves in the lower left hand corner. If they cannot see it, or didn't see it, it's likely they didn't "allow" camera and microphone access.

1. Ensure recipient is using Safari for IOS devices and Google Chrome for all other devices
 - Walk the link recipient through [downloading Chrome](#) or [Safari](#), if necessary
2. Ensure that no other applications or websites are open and running
3. Have recipient clear their cache and cookies ([Mac](#), [PC](#))
4. [Have recipient allow access to device's camera](#)

Attempt Reconnection

5. Have recipient restart their computer
6. Have recipient do a video test - videotest.medstarhealth.org

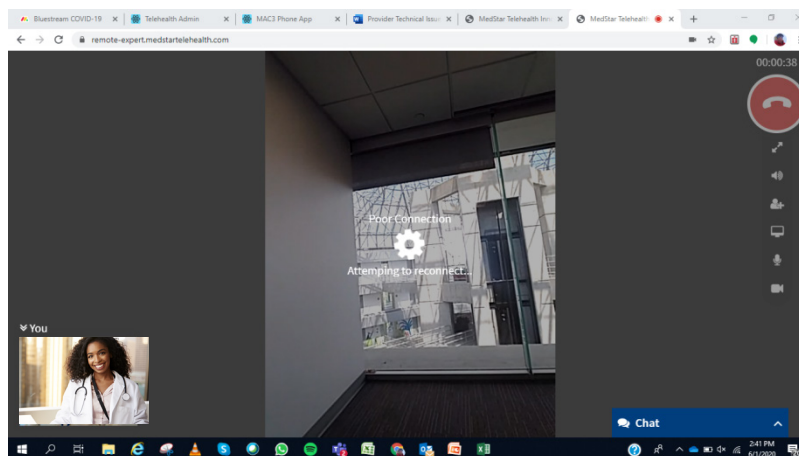
MedStar Telehealth: Troubleshooting

Technical Problem: "Poor Connection" message on screen

Link Sender Troubleshooting:

If a successful video/audio stops and the "Poor Connection" icon appears, it is likely a bandwidth issue. (**Note:** connections are most reliable when PC's are connected directly to the modem by Ethernet. If connected by Wifi, ensure strength is sufficient, or move to an area where signal is better supported.)

1. Wait ~30 seconds to see if the link recipient reconnects
2. Resend the link if the video disconnects.
3. Ensure bandwidth is sufficient by using the video test tool
 - videotest.medstarhealth.org
4. Ensure that no other open applications or websites are also using the webcam or microphone
5. Ensure mobile phone is not engaged with text or phone call
6. Ensure link sender is not on SERA VPN



Link Recipient Troubleshooting:

1. Attempt to reconnect
2. Use the video test tool to determine if bandwidth will support video
 - videotest.medstarhealth.org
3. Advise the recipient to connect to WiFi, or to seek an area that has a better cellular signal
4. Ensure that no other applications or websites are open and running
5. Ensure mobile phone is not engaged with text or phone call

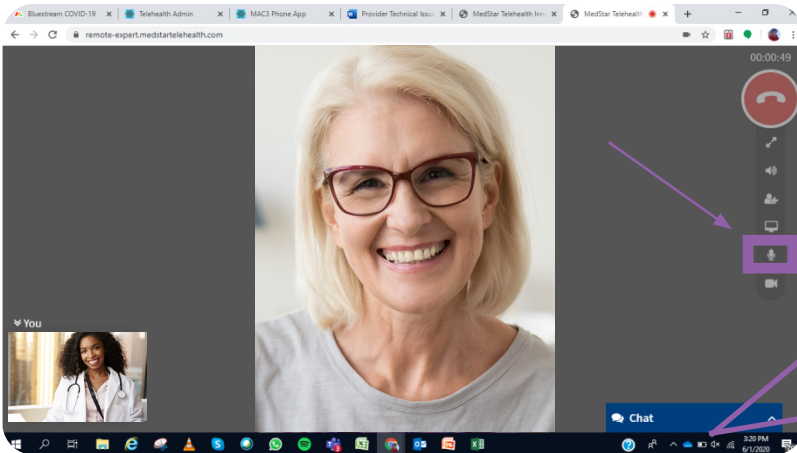
MedStar Telehealth: Troubleshooting

Technical Problem: Video is connected, but the audio is not

Link Sender Troubleshooting:

1. Ensure there are no audio devices connected to the sender's computer
 - i.e. Bluetooth, speaker, headphones, dragon microphones, etc
2. Ensure the microphone/audio isn't disabled on the icons on the right of the screen
3. Ensure the computer audio isn't disabled
4. Ensure that no other open applications or websites are also using the webcam or microphone

Assist link recipient with troubleshooting (below) , if audio isn't reestablished:



Link Recipient Troubleshooting:

1. Ensure there are no audio devices connected to the recipient's computer
 - i.e. Bluetooth, speaker, headphones, etc
2. Ensure that another application on their phone is not using the microphone
 - For example, if you have called the link recipient on their cell phone and are helping them set up for the visit that is also on their cell phone, the phone call that you are on is preventing the Video Visit platform from using the microphone
3. Ensure the microphone/audio isn't disabled on the icons on the right of the screen
4. Ensure the computer audio isn't disabled
5. Ensure no other apps or websites are open and running

Attempt reconnection

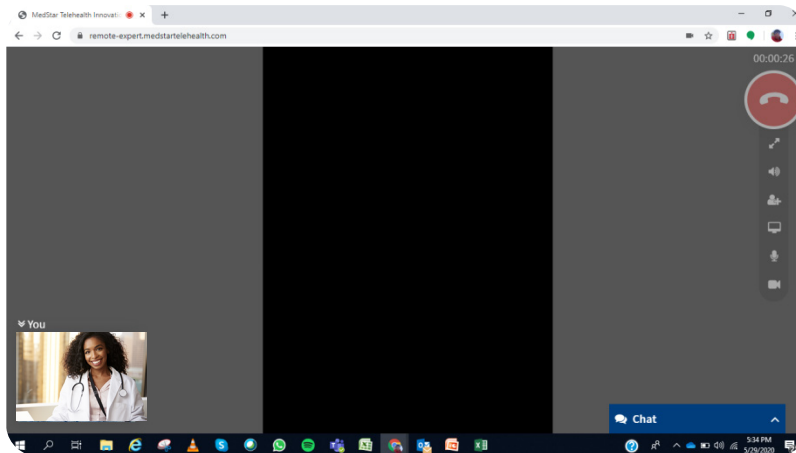
6. Have recipient restart device
7. Have recipient do a video test - videotest.medstarhealth.org

MedStar Telehealth: Troubleshooting

Technical Problem: Link sender or recipient sees a black screen

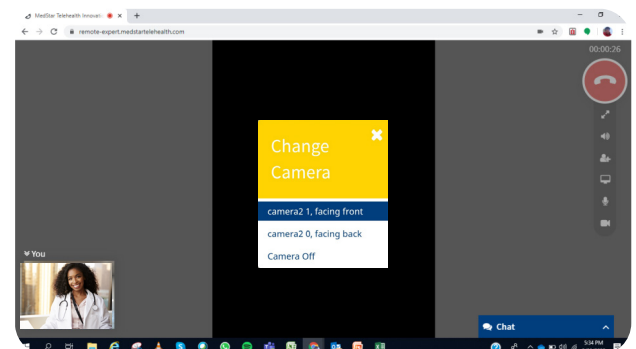
Link Sender Troubleshooting:

1. It's likely that the camera is being blocked by a cover
 - Check camera cover
 - Ensure correct camera (e.g., front camera vs. rear camera)
2. Ensure only one camera is connected and being accessed by the system
3. Do a video test - videotest.medstarhealth.org



Link Recipient Troubleshooting:

1. It's likely that the camera is being blocked by a cover
 - Check camera cover
 - Ensure correct camera (e.g., front camera vs. rear camera) -- see right for switching camera
2. Do a video test - videotest.medstarhealth.org



MedStar Telehealth: Troubleshooting

Technical Problem: SSO (Single Sign On) Error

Link Sender Troubleshooting:

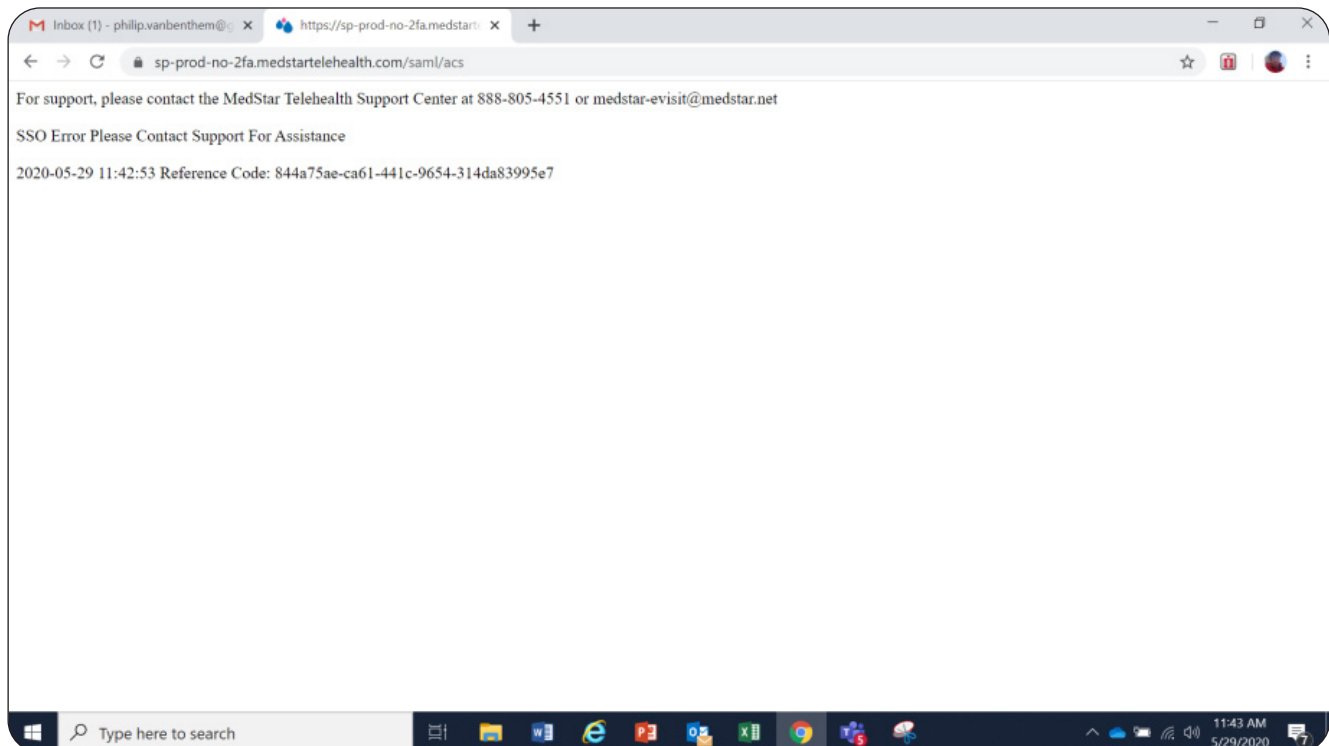
For auto-logout or non-MedStar personal devices

1. Ensure the username being entered is the user's MedStar email address or network ID as listed in the Outlook directory
2. If SSO error continues, contact the telehealth support center at medstar-evisit@medstar.net to ensure the user has appropriate access to the telehealth platform (Bluestream)

For SSO devices

1. Ensure the sender is logged in on the computer they are attempting to use
 - If not, logout and then login using their own credentials
2. If SSO error continues, contact the telehealth support center at medstar-evisit@medstar.net to ensure the user has appropriate access to the telehealth platform (Bluestream)

View the three (Bluestream) login pathways [here](#)

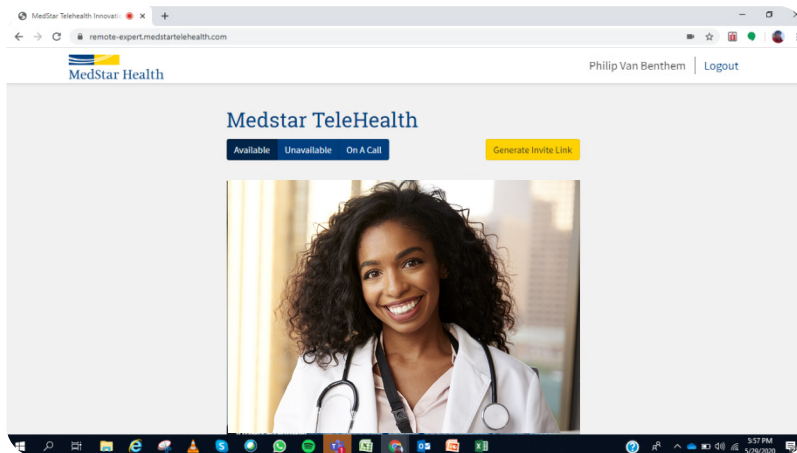


MedStar Telehealth: Troubleshooting

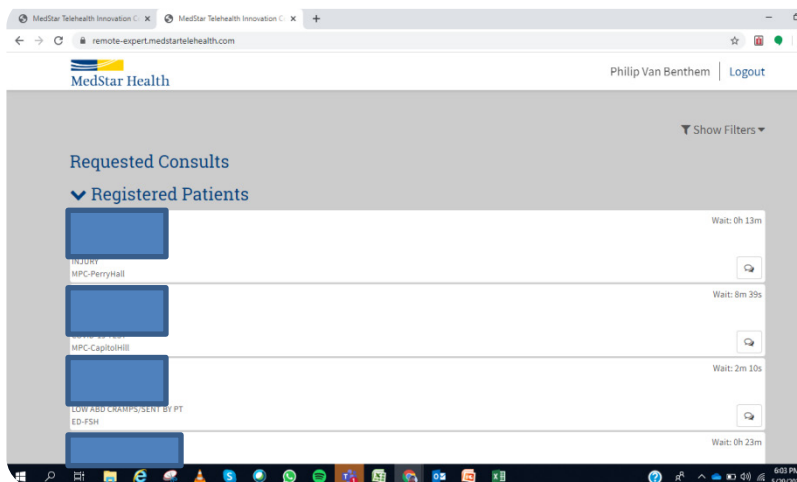
Technical Problem: Link sender successfully logs in but sees the wrong screen

Link Sender Troubleshooting:

1. If the sender logs in and sees a queue of patient names rather than the self-view, they need to have the settings in their Bluestream Health profile changed by the MedStar Telehealth Support/Operations Center.
 - Determine the associate's need and advise the support center 888-805-4551
2. If a sender logs in and see a queue of patients, or an empty list: call the support center 888-805-4551



Video Visit Screen
(Link Generator)



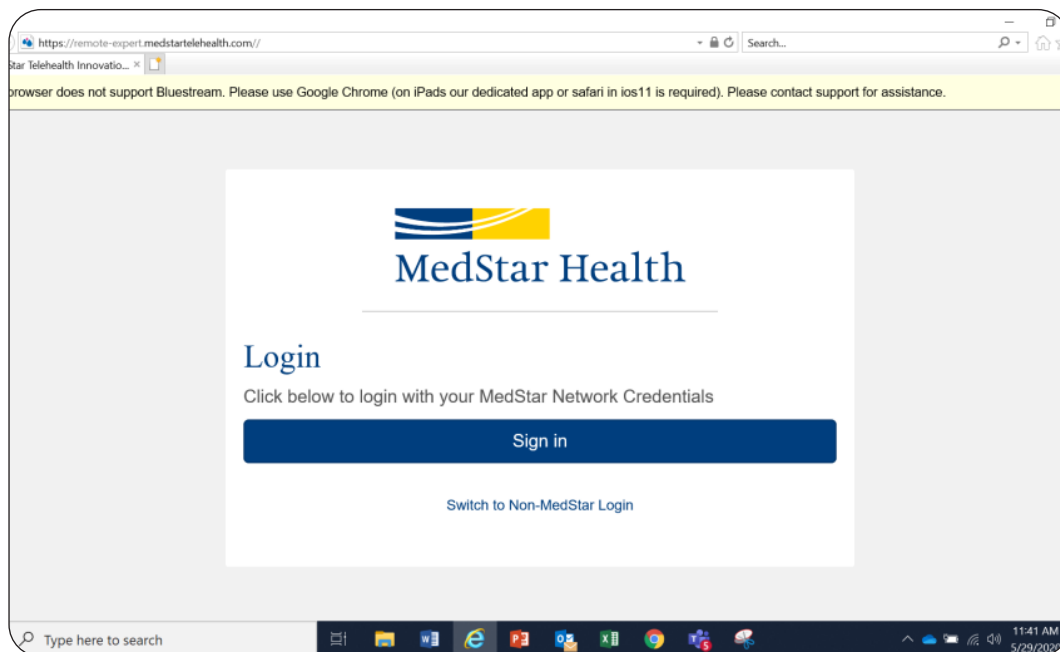
MAC3 Screen
(Patient Queue)

MedStar Telehealth: Troubleshooting

Technical Problem: Cannot log in

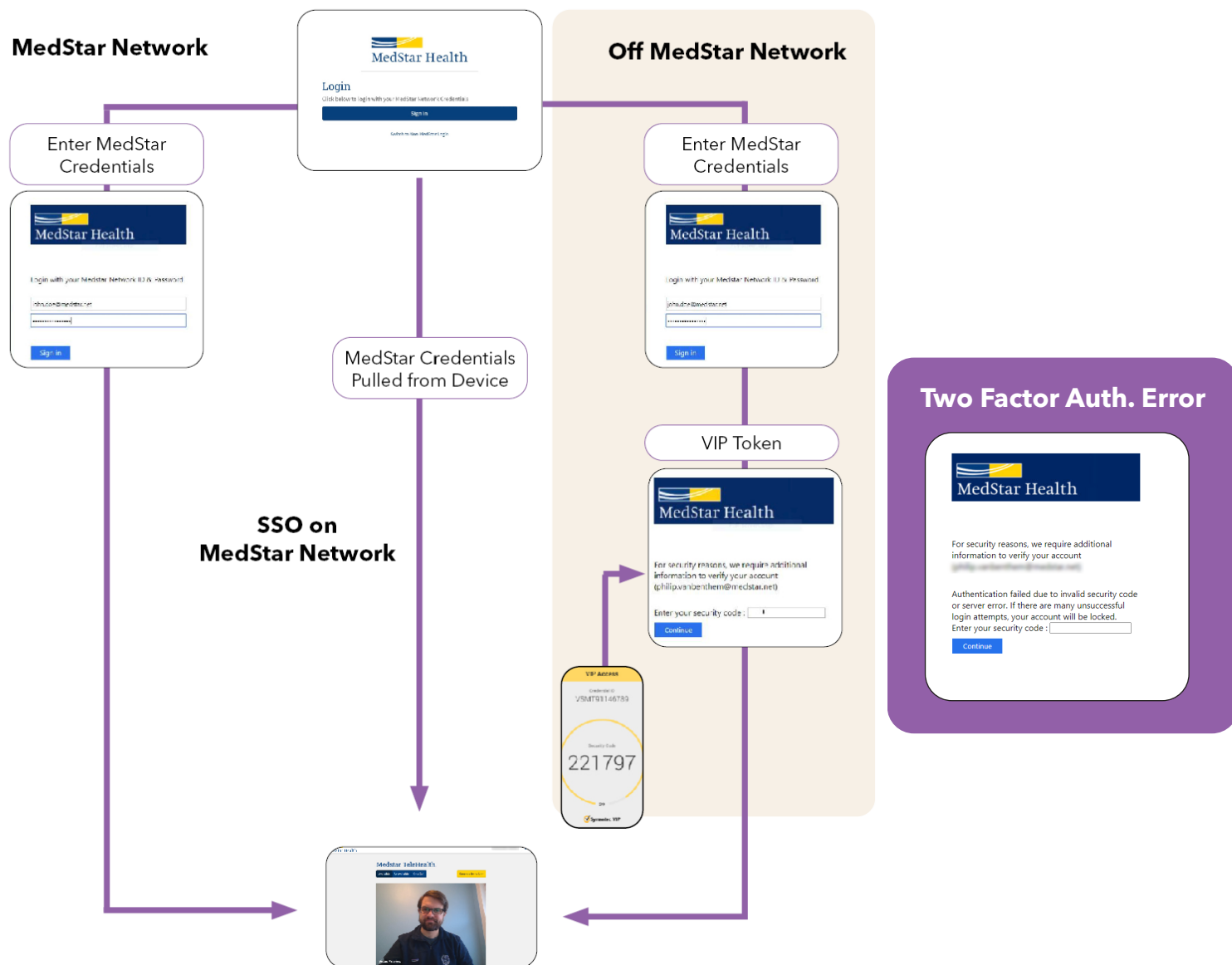
Link Sender Troubleshooting:

- Your browser does not support Bluestream. Please use [Safari](#) on IOS devices (iPads, iPhones, Mac books) and [Google Chrome](#) for all other devices.



MedStar Telehealth: Troubleshooting

Technical Problem: Two factor authentication failure when the link sender is off the MedStar network



For more information on setting up two factor authentication, or troubleshooting the process, visit the [Connecting Remotely](#) section of the videovisit.sitel.org website.

MedStar Telehealth: Troubleshooting

Technical Requirements

Bandwidth

Minimum 500kbps (4G will have a higher likelihood of call failure)

Internet must be reliable

Connect computer directly to the modem via Ethernet cable (recommended)

Operating system

Windows: Windows 10, 8, 7 SP1, Vista SP2, XP SP3 and above

Android 5.0 or later

Mac: OS X 10.6 and above

iOS: 13.3 or later

Browser

Chrome 67.0 and above

Safari 12 and above

Mozilla Firefox 52.0 and above

Processing Speed

Intel i3 or better

AMD A8 or better

Memory

RAM: 2GB

Memory: No installation or local storage required

iPads

iPad Air 2 or newer

iPad mini 4 or newer

iPhones

iPhone 6 or newer

Android Tablets and Phones

Android 5.0 or later with sufficient processing power to transcode video

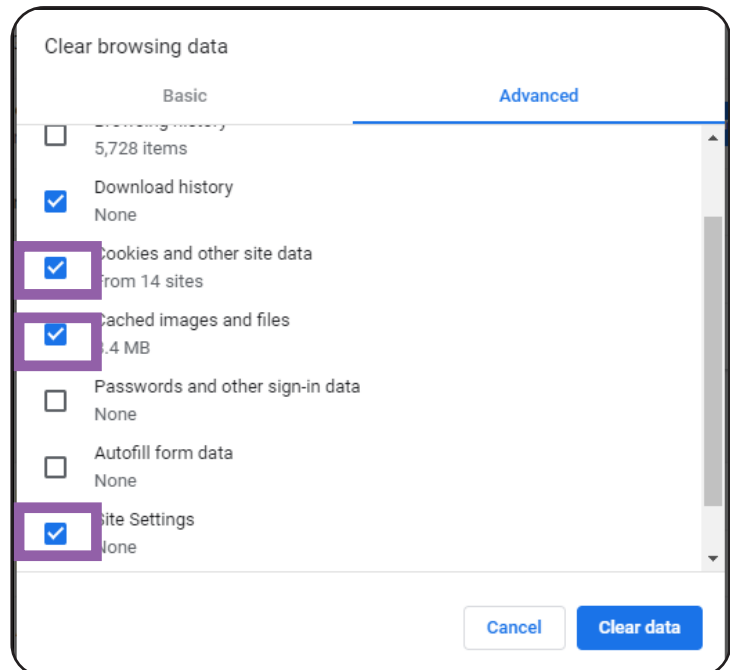
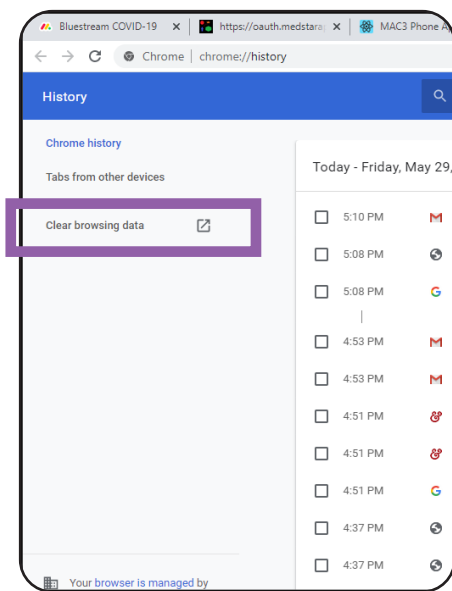
To check your bandwidth, operating system, camera, and audio please go to the Test My Device Tool at

videotest.medstarhealth.org

MedStar Telehealth: Troubleshooting

PC: Clearing Cache and Cookies in Chrome

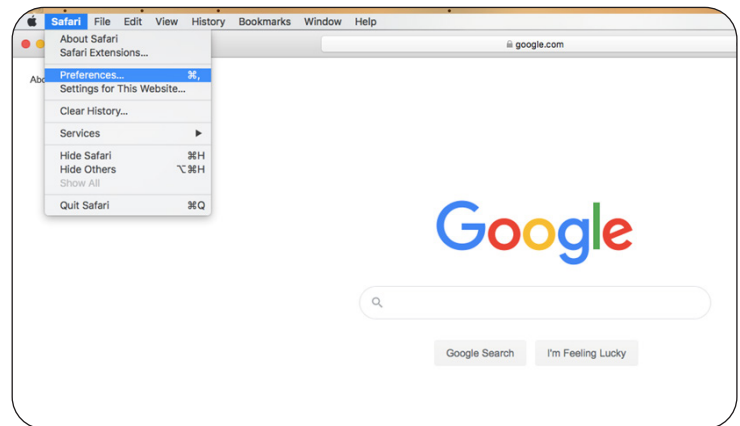
1. Open Chrome
2. Type CTRL - H (at the same time)
3. The clear browsing data box will open
4. Select cookies and other site data, cached images and files, and site settings
5. Select "clear data" at the bottom. (it may take a few moments)



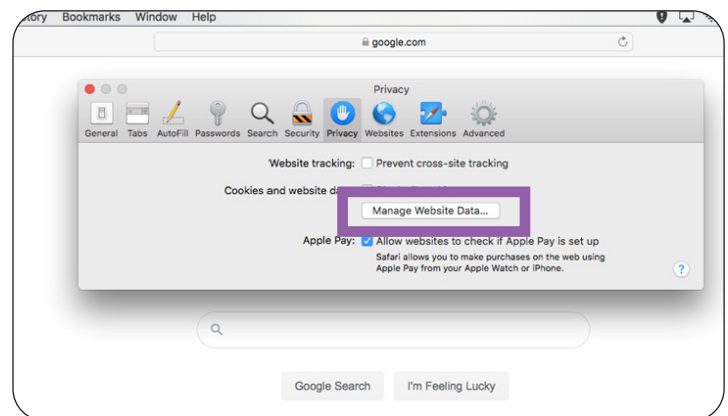
MedStar Telehealth: Troubleshooting

Apple: Clearing Cache and Cookies in Safari

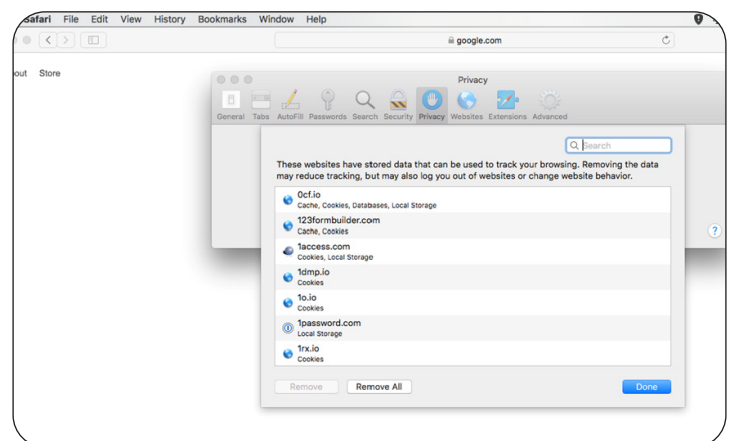
1. Open Safari
2. Select the Safari tab on the top
3. Select "preferences"



4. Select privacy
5. Select "manage website"



6. Select "remove all"



MedStar Telehealth: Troubleshooting

PC and Andriod: Allowing Access to Your Device's Camera and Microphone in Chrome

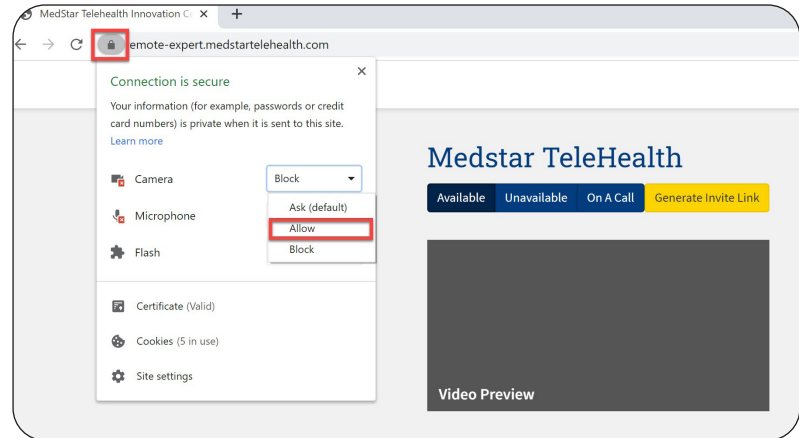
Chrome on PC

For Link Sender

- In Google Chrome, go to <https://remote-expert.medstartelehealth.com>

For Link Recipient

- In Google Chrome, click the link in your email or text message
1. Click the lock icon to the left of the URL
 2. Next to "camera" and "microphone", select "allow"
 3. Resend link and attempt reconnection



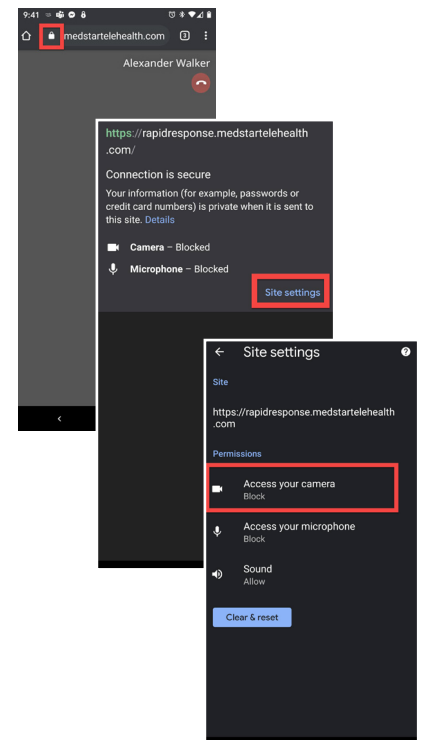
Chrome on Android

For Link Sender

- In Google Chrome, go to <https://remote-expert.medstartelehealth.com>

For Link Recipient

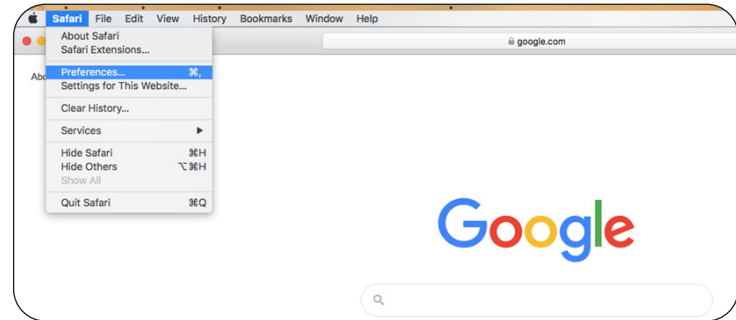
- In Google Chrome, click the link in your email or text message
1. Click the lock icon to the left of the URL
 2. Select "site settings"
 3. Select "camera" and "microphone", and ensure the "allow" option is checked
 4. Resend link and attempt reconnection



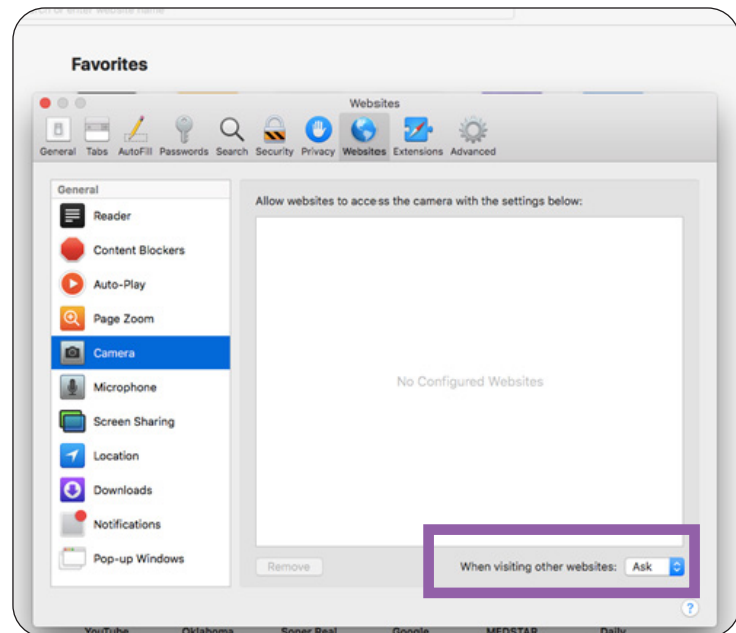
MedStar Telehealth: Troubleshooting

Apple: Allow Access to Computers Camera and Microphone

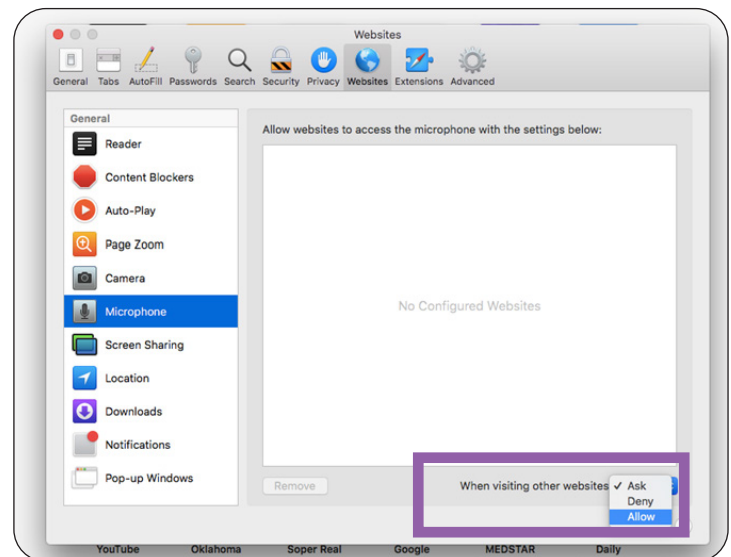
1. Open Safari
2. Select the Safari tab on the top
3. Select "preferences"



4. Select "websites"
5. Select "camera"
6. Where it says "when visiting other websites", select "ask"



7. Select "microphone"
8. Where it says "when visiting other sites" select "ask"



MedStar Telehealth: Troubleshooting

Video Visit (Bluestream) Login Pathways

