

# Technical Troubleshooting Guide

## Skype for Business Sessions Between AHS Clinicians and Clients

It is recommended that a trial session is completed with the client prior to the scheduled clinical session to resolve potential technical issues. Prior to any appointment, ensure both the clinician and client have restarted their computers at least 24 hours in advance to allow time for any updates that may occur. Turn on the computer 1 hour prior to session.


If Skype for Business technical issues cannot be resolved, please refer to established downtime procedures.

### Clinician Has Poor/No Internet Connection

1. Select the internet connect icon in the bottom right corner of the screen



2. Choose 'Open Network and Sharing Center'

3. If there is a  or **X** on the connection, select the icon to start the repair wizard. It will automatically attempt to repair the connection

4. If the internet connection is poor, use a cable to hardwire into the network. Hardwiring is more reliable

### Clinician Audio-Visual (AV) Issues

- If video is working, but audio is not, mute the session on both computers and phone the client to use that audio instead
- Turn off the clinician camera. The client will remain in view, but they will be unable to see the clinician. When video information is only going one way, it can improve the quality of the call
- Close all applications that are not being used for the session (i.e. personal use Skype, Google)
- Ensure NetMotion has been turned off if on an AHS Network or if off site and NetMotion is not required for clinical programs
- If the external webcam is not working, unplug the camera from the USB port and plug it into a different one. If this is unsuccessful, restart the computer
- Restart the call. This can improve the connection

For further assistance with computer technical issues, AHS network connection, Skype for Business performance issues or peripherals (webcam, headset or Jabra speakerphone) contact the local AHS IT Service Desk.

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### Client Connection or Audio/Video Issues

#### Connection Issues

- Windows: If the default browser is not Internet Explorer or Chrome, copy the hyperlink by right clicking on Join Skype Meeting and pasting it into Internet Explorer or Google Chrome.
- Have client unplug router and/or modem and leave it unplugged for 2 minutes, then restart
- For other network connection issues, the client must contact their network provider

#### Audio/Video Issues

- Ask client to log out of all other applications on their computer (i.e. personally used Skype)
- If using WiFi, exit other applications on the Wifi network at the time of the call i.e. tv streaming services or online games. Other devices may be accessing Wifi, such as mobile phones and tablets
- Ask the client to move closer to the router with computer if using Wifi
- For enhanced video quality plug into the internet using an ethernet cable
- If technical problems are not resolved with these steps consider conducting the session on an alternate computer if available

### Other Considerations

- AHS is unable to provide technical assistance for client devices. If technical issues persist despite using this guide, Skype for Business clinical sessions may not be a viable option for this client.
- Clients and clinicians should not enter the session until 10 minutes prior to start