

# Troubleshooting Telehealth Connection Issues

**Note:** For issues connecting your camera or microphone, please refer to [Connecting a Camera and Microphone for Telehealth](#).

All of your sessions with TherapyNotes Telehealth use encrypted peer-to-peer connections. With a peer-to-peer connection, audio and video are transmitted directly between your device and your client's device without passing through any additional servers. As such, the quality of your video call relies heavily on the devices and Internet connection of both you and your client. To ensure the best possible experience in your telehealth sessions, follow each of these guidelines.

## Use a Compatible Web Browser

For the best experience with TherapyNotes Telehealth, be sure that you're using the latest version of [Google Chrome](#), [Microsoft Edge](#), [Apple Safari](#), or [Mozilla Firefox](#).

Telehealth does not support any version of Internet Explorer. Instead, for Windows users, we recommend using Edge, the newest Microsoft browser bundled with Windows 10, or Chrome.

On iPad and iPhone, Safari must be used to participate in telehealth calls; third-party browsers are not supported.

Updating to the latest browser often requires that you have the most up-to-date version of your operating system, too. Here's how to check for updates:

- **On a Windows computer:** Click the **Start** button > **Settings** > **Update & Security**. Allow Windows to check for available updates, then click the **Download** button.
- **On an Apple Mac and MacBook:** Click the **Apple** menu > **System Preferences** > **Software Update**. If updates are available, click the **Update Now** button.
- **On Apple iPad and iPhone:** Plug in your device and connect to Wi-Fi. Open the **Settings** app. Tap **General** > **Software Update**. If an update is available, tap **Download and Install**.
- **On an Android device:** Plug in your device and connect to Wi-Fi. Open the **Settings** app. Tap **System** > **Advanced** > **System update**. If an update is available, follow the prompts on screen.

## Check Your Internet Connection

You can check the speed and performance of your Internet connection using [FAST.com](#). For the best quality audio and video, your download and upload rates should be 1.5 Mbps or higher. A high latency (>50 ms, unloaded), which refers to the responsiveness of your connection, could be problematic for your video call. Your unloaded and loaded latency should be similar for the best performance; a significantly higher loaded latency means that the quality of your call may suffer

when your network is experiencing traffic, such as multiple people trying to download content or browse the web on the same Wi-Fi network.

If your download and upload rates aren't optimal, try these tips to improve your connection:

- **Avoid using cellular data.** If you're using a phone or a cellular-enabled tablet for your telehealth session, make sure that you're connected to your local Wi-Fi network instead of cellular data. On most devices, you'll see a Wi-Fi icon at the top of your screen when you're connected to Wi-Fi. Your Wi-Fi network will typically offer better performance than cellular data, and this will also prevent you from exceeding the limit of your data plan.
- **Adjust the placement of your router.** For the best performance, your router should be elevated and close to the device you're using with as few physical barriers between them as possible. Things like walls and floors can block Wi-Fi signals.
- **Connect via Ethernet.** To maximize performance, try connecting your device directly to your router using an Ethernet cable. Because this forms a direct connection between your device and router, an Ethernet connection is not degraded by the same obstacles that can block Wi-Fi signals.
- **Limit the number of devices connected to Wi-Fi.** If you share Wi-Fi with other members of your household, ask them to disconnect during your sessions. Additional devices that are streaming videos or chats simultaneously may cause issues with the quality of your video calls. A wired connection to your device or theirs will reduce the burden on your Wi-Fi network.
- **Contact your Internet service provider.** If you're still having trouble maintaining a fast, reliable connection, contact your ISP (typically Comcast or Verizon) to verify that you're getting the speeds that you're paying for. Your ISP may be able to help you troubleshoot issues with your specific network.

### Close Unnecessary Software

Every program running on your device requires some of your device's limited processing power. You can ensure that your device is able to devote the resources necessary to maintain consistent quality in your telehealth session by closing any applications or browser tabs that you don't need right now.