

## **Fast Track Video Visits FAQ**

### **Troubleshooting Skype**

1. I cannot find my Skype invite to join the meeting.
  - A. Check your spam folder if you do not see the invite in your inbox.
2. I cannot hear.
  - A. Make sure the volume on your computer is turned up.
3. My camera is not working.
  - A. You may need to give Skype permission to access your camera for video. Also, make sure you have the correct camera selected under the video section.
4. My video is not clear, and the connection is going in and out.
  - A. If possible, connect using a network (Ethernet) cable. If on wireless, make sure you have an adequate signal to participate in Fast Track Virtual Visits. Also, you can increase the quality of your connection by closing other apps and programs on your device and asking others in your home to minimize use of the internet during your appointment.
5. The microphone on my Mac is not working.
  - A. There have been some issues with the microphone on a Mac computer. If the microphone is not working, please connect using another device.