

Patient Troubleshooting Guide Knowledge Base PDF

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am EST**

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How do I attend an appointment?

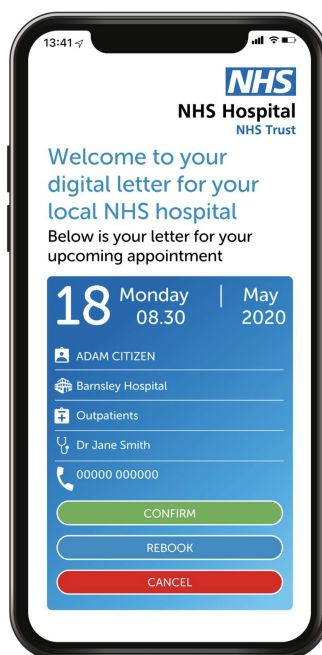
Last Modified on 07/14/2022 7:05 am EDT

What to do to prepare for your appointment call.

- Choose a private space with good connectivity.
- Make sure your device's mic and camera are working correctly.
- Choose a less busy background for your call.
- Use a supported browser to avoid unnecessary issues.
- Unlock screen rotation before joining the call.

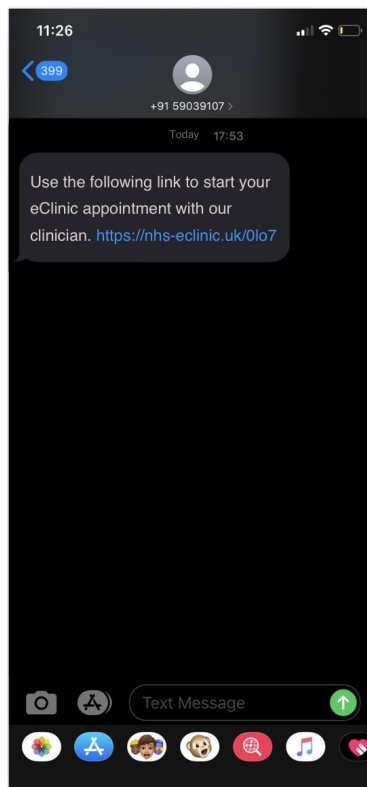
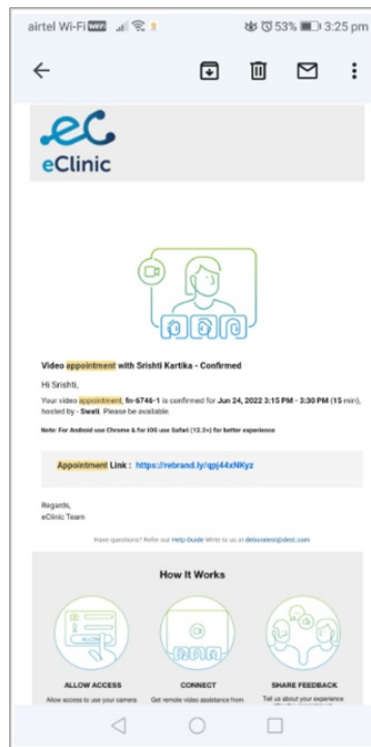
To attend an appointment:

1. You will receive a pre-appointment letter providing information about your upcoming appointment. Review the letter to ensure you are prepared for the upcoming appointment. A link to a FAQ is provided to answer questions about attending the appointment. Included in the FAQ is troubleshooting information, if it should be needed.

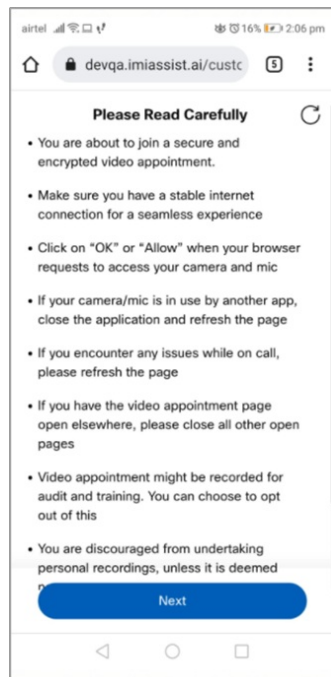


Prior to your appointment, you will receive another appointment reminder.

2. Click the link provided to you by the clinician in an email or text message.

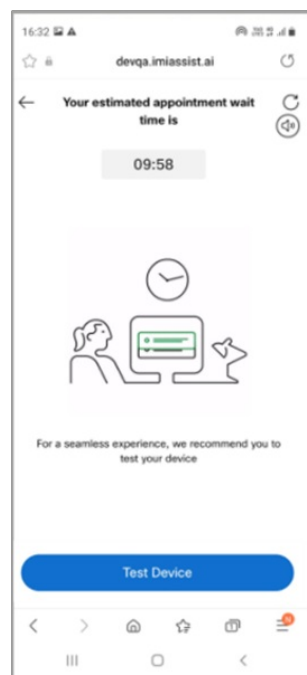


3. Review the landing page information to ensure a seamless connection and click Proceed

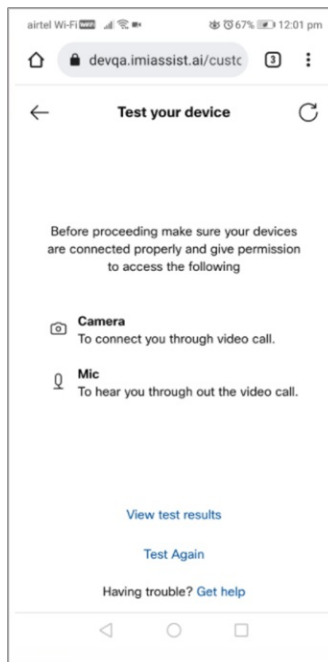


4. If admin has configured waiting room for your appointment, you will land on the screen below. You may receive a notification by email or text message informing the same. While you wait for the Clinician to join your appointment you can test your device at this stage to make sure your device is compatible for the video call. Click **Test Device** to test.

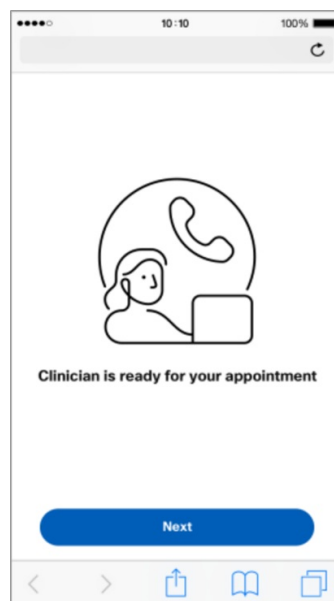
If you see an error any time during the device test, click **Call Settings** to try again else click **Close** and proceed with the call.



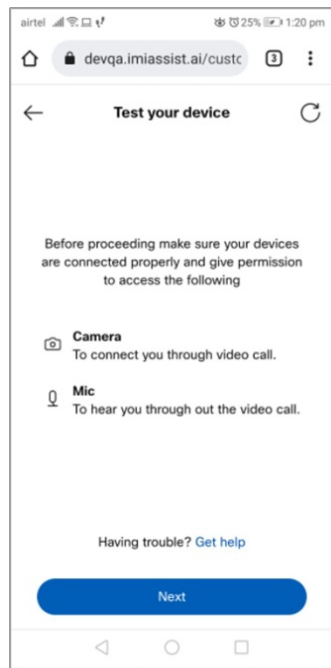
5. If waiting room is not configured for your appointment, you will be prompted to test your device



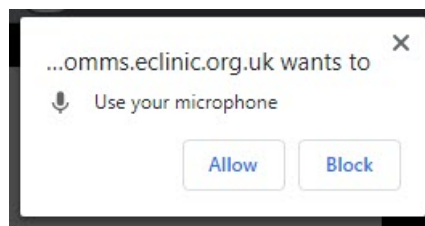
6. Any time during the device test, you will be prompted with **Clinician is Ready for your Appointment** screen when the host is available.



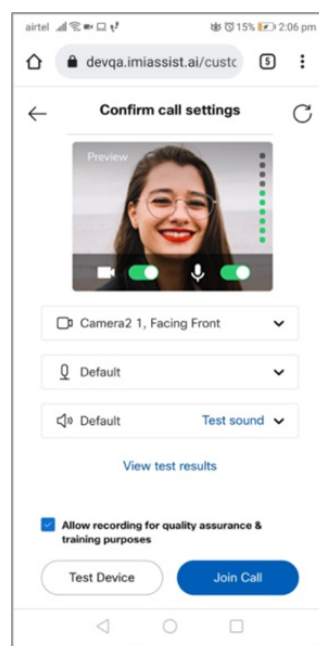
7. Make sure you have allowed your camera/mic access to the video call and click **Next**



8. Click **Allow** to permit your microphone/camera to be used. This ensures you to be connected to the video call.

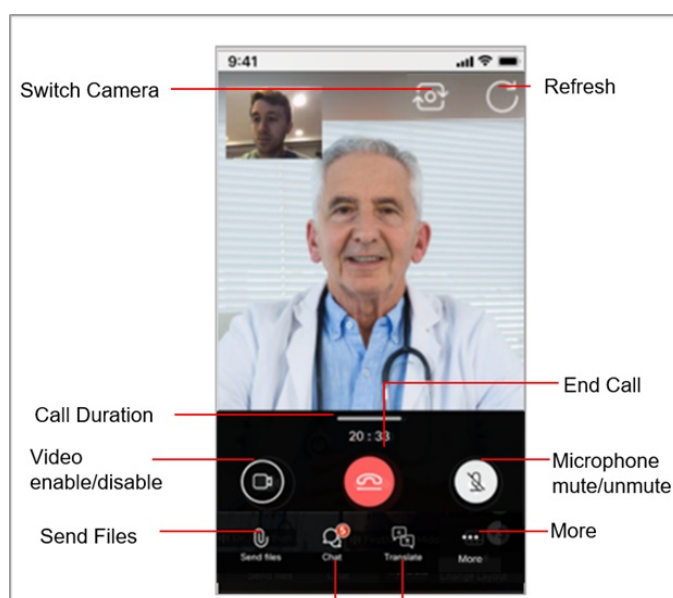


9. Once device test is completed successfully you will be prompted to **Call Preview**, here you can choose to turn off the audio or video before joining the call. However, audio or video can be enabled after joining the call.

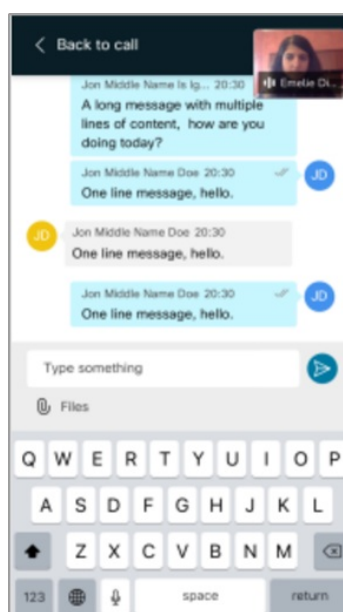


Once connected, your camera will display your video along with the clinician. The call controls allow you to manage the following:

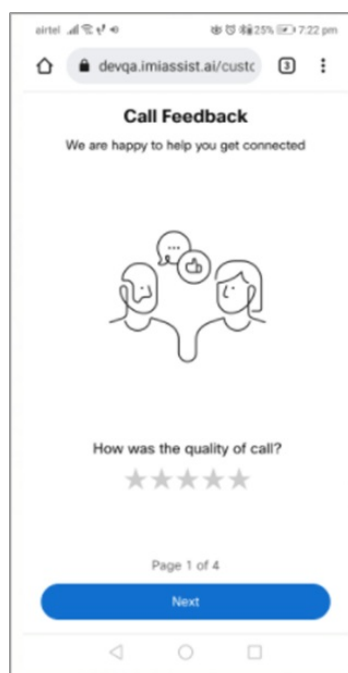
- **Show/Hide** - Click this arrow to show and hide the call control icons.
- **Switch Camera** - Click the camera switch so that you can change the view of the camera.
- **Microphone Mute/Unmute** - Click the microphone icon to control whether you want to mute or unmute yourself. It is recommended that you keep yourselves on unmute so that the clinician can hear you.
- **Video Enable/Disable** - Click the video icon to control whether you want to enable or disable your video.
- **Chat** - Click the chat button to send/receive text chats and files with the clinician.
- **Send Files** - Click on the button to directly send files to the clinician.
- **Swap Video** - Single tap on the inset video display to swap it with bigger video display.
- **Layout** - Click Change Layout to switch between active and compact layout
- **Translation** - Click translation to transmit the conversation
- **More** - Click more to access call settings and layout.
- **End Call** - Click the end call icon to end the video call.



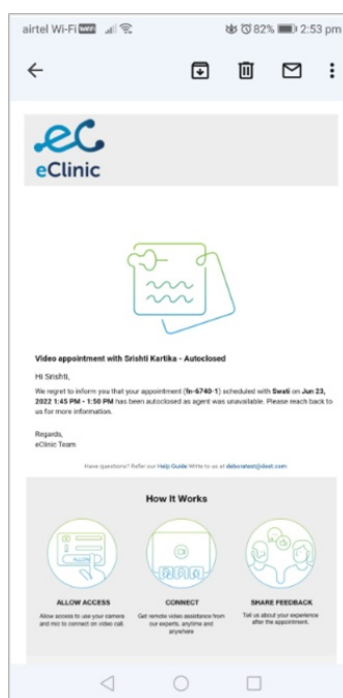
Note: While on Chat, you can click on the inset video to return back to the video call or use the back arrow to do so.



After the appointment ends you may be asked for your feedback to rate the service provided and the call based on your experience .



You may also receive notification by email or text informing you that the appointment was closed, escalated, or noted as Patient DNA (did not attend).



Note: If you have trouble joining your appointment, most of the issues can be fixed by doing the following:

- Refresh your browser.
- Close your browser and rejoin the appointment from a supported browser.
- Change your device.
- For support, reach out to the phone number provided in your appointment letter.

Having issues with call quality?

Last Modified on 03/26/2020 5:54 am EDT

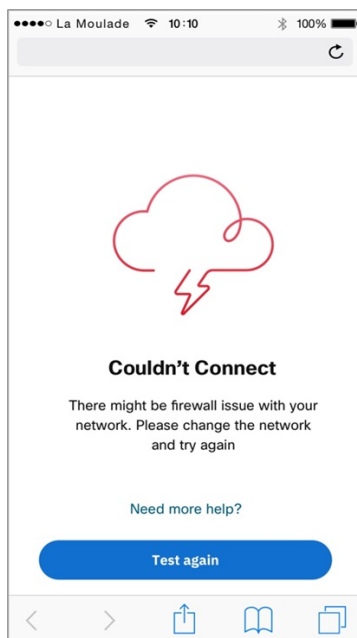
Check the following if you face issues with call quality:

- Refresh your browser.
 - Check your device and internet connection.
 - Run a network speed test at <http://speedtest.net> or <https://fast.com> . Recommended speed is 1Mbps for both upload/download, for the best experience
 - If you are on WiFi make sure you have good WiFi signal. If not move closer to the WiFi access point or use a shared connection
 - Close other applications that may be consuming bandwidth.
-

Unable to connect

Last Modified on 03/16/2022 12:43 am EDT

If you are having problems connecting to a call and there is a firewall blocking the connection, the following message is displayed. You need to try a different network that does not have a firewall preventing the connection.



If you continue to face problems connecting, try the following:

- Make sure your device is connected to Wi-Fi or cellular data
- Shift to your mobile internet or use your mobile hotspot to connect.
- Your office email address might have settings that might prevent you from connecting to eClinic. In this case, forward the email to your personal email address and continue from there.

How do I restart the appointment from the same link?

Last Modified on 02/08/2021 12:16 am EST

When call gets dropped in the middle of appointment, you can restart the appointment by following below steps:

1. Click refresh to re-establish the call back.
 2. If browser closes – click on the appointment invitation link to join back
 1. If your appointment is still active and you're not able to join back the appointment contact the phone number given in your appointment letter
-

I can't hear the doctor/nurse

Last Modified on 03/26/2020 3:33 am EDT

Check the following issues if you are unable to hear the clinician:

- Check if the device's volume is at an audible level.
- If an external speaker is connected, check if it is plugged in properly.
- Check speaker permissions.
- Make sure that the correct speaker/headset is selected.
- Refresh the page to reconnect to the audio.

You can check the hardware requirements for micro phone and speaker from the below table.

OS	Speaker & Mic
Windows	Any built-in or standalone
macOS	Any built-in or standalone
Android	Any built-in or standalone
Apple iOS	Any built-in or standalone

The doctor or nurse can't hear me

Last Modified on 09/16/2022 5:29 am EDT

If the clinician is unable to hear you while you are on the call, check the following:

- If an external mic is connected, check if it is plugged in properly.
- Make sure that the correct microphone is selected.
- Check microphone permissions.
- Make sure the microphone isn't muted. If you speak while on mute then a notification "You're muted. Unmute to speak" is displayed.



You can check the hardware requirements for the microphone and speaker from the below table.

OS	Speaker & Mic
Windows	Any built-in or standalone
macOS	Any built-in or standalone
Android	Any built-in or standalone
Apple iOS	Any built-in or standalone

I can't see or hear myself

Last Modified on 07/14/2022 1:59 am EDT

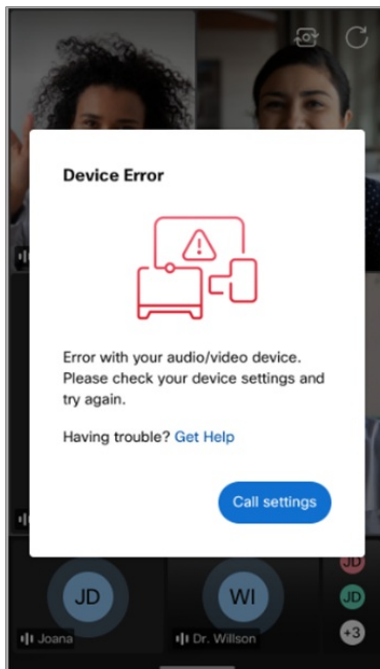
After joining the call, if you are unable to see yourself on the screen or hear, check the following:

- If an external camera/mic is connected, check if it is plugged in properly.
- If multiple cameras/mics are available, make sure that the correct camera is selected.
- Check [camera/mic permissions](#).
- If other applications are using the camera/mic, make sure to close them and refresh the browser.
- If you are using a dictaphone or note-taking software, make sure the browser's default settings are set to "laptop/desktop's microphone".

You can check the hardware requirements for camera from the below table.

OS	Webcam
Windows	Any built-in or standalone, 720p camera recommended
macOS	Any built-in or standalone, 720p camera recommended
Android	Front, back or USB camera
Apple iOS	Front or back device camera

If you still face the issue following error message would show up on the screen. You can click **close** and proceed to the call without the error being fixed or you can go to **call settings** to choose another hardware.



I can't see the host

Last Modified on 09/16/2022 2:49 am EDT

If you are unable to see the host while on the call, do the following:

- Check your internet connection.
- Refresh the browser tab.
- If the internet connection is poor, eClinic might turn off the video streaming and provide only audio output to make sure that the call is not disconnected. However, video streaming is restored once the internet connection is stable.

You can check the hardware requirements for the camera from the below table.

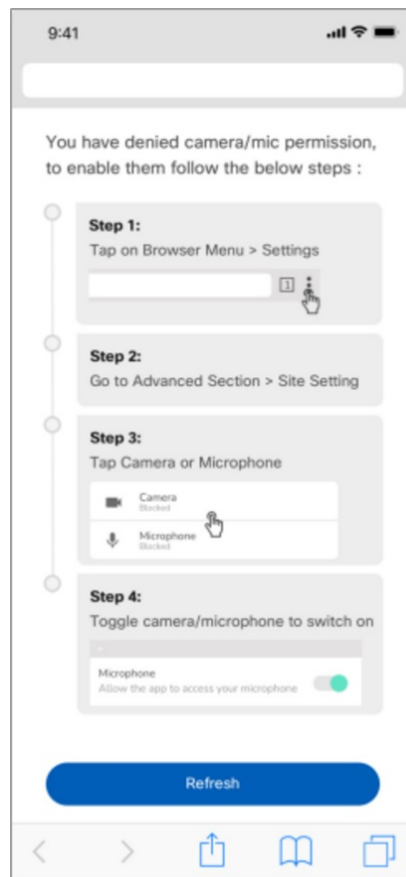
OS	Webcam
Windows	Any built-in or standalone, 720p camera recommended
macOS	Any built-in or standalone, 720p camera recommended
Android	Front, back or USB camera
Apple iOS	Front or back device camera

Denied camera or microphone permissions?

Last Modified on 06/01/2022 12:21 pm EDT

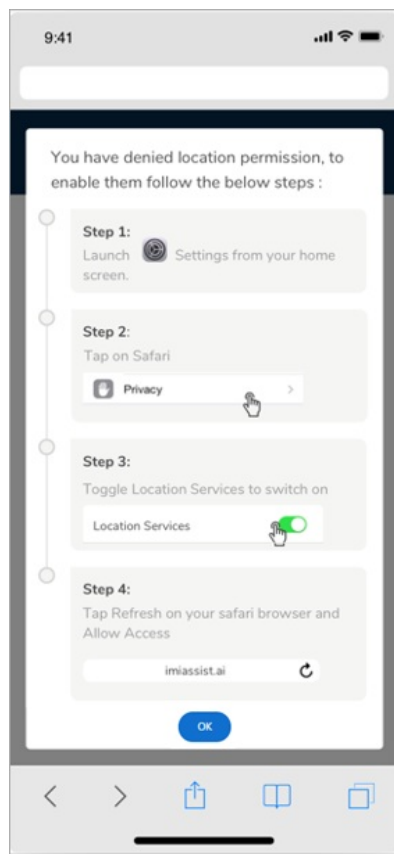
If you have denied camera and mic permissions, follow the steps given on your screen to reset the permission.

For Android Devices



For Safari and Mozilla browsers

These browsers tend to ask for camera/mic permission every time you refresh the browser. Make sure you always "allow" the permission.



If you are unable to see yourself on the screen or hear, refer to [I can't see or hear myself](#).

How can I fix audio echo on the call?

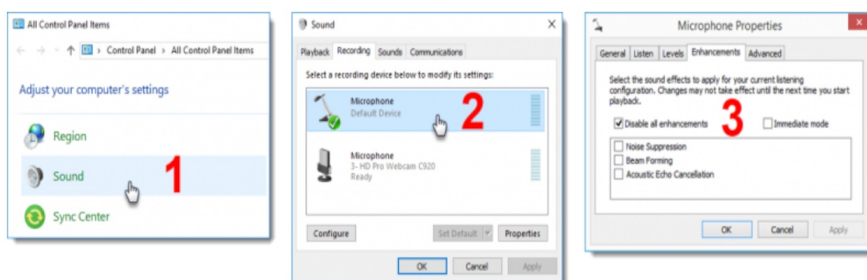
Last Modified on 02/08/2021 12:19 am EST

After joining the call, if you experience any echo, please follow the below steps to fix echo issues:

1. It is advisable to switch to an earphone or headset.
2. Also, you can do the following based on the device you are using.

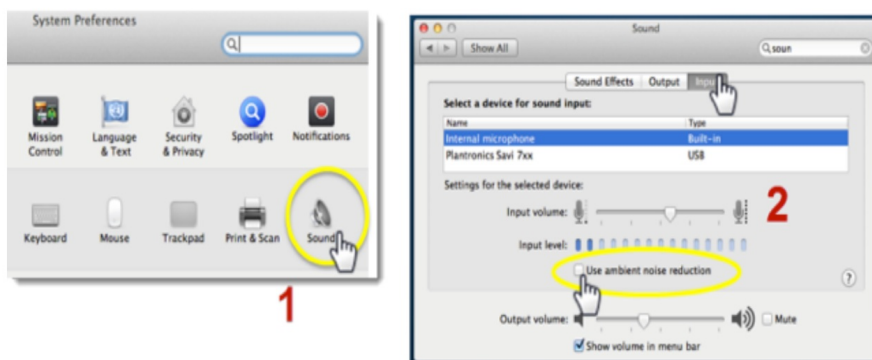
Windows Configuration:

1. Open the Control Panel and click on **Sound**
2. Select the Recording tab, right-click your microphone, and select **Properties**
3. Select the Enhancements tab, disable all enhancements, and click **Apply**.



Mac Configuration:

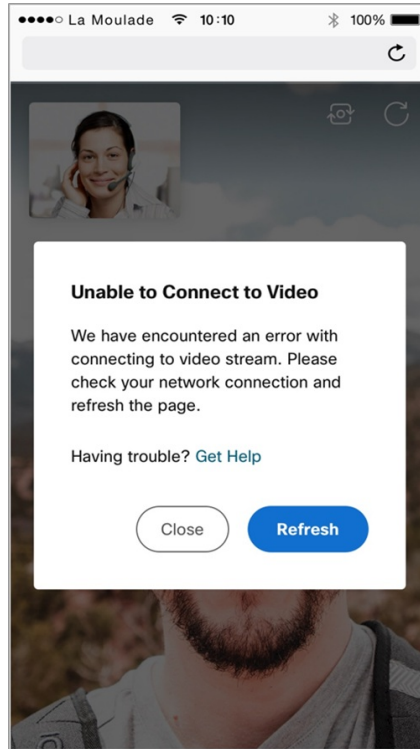
1. In system preferences in your Launchpad, click on the **Sound** icon
2. Click on Input, and un-check the “use ambient noise reduction” and close the window



Facing Audio Fall Back Error

Last Modified on 07/14/2022 2:05 am EDT

If you have a bad network, you can be put into the audio fallback mode, which hides the video and keeps the call going in audio mode. In such circumstances, a warning indicator appears on your tile, indicating audio fallback mode, which can be hovered over to reveal further information about the error. You may always move to a better network to get the video back, or if you have a decent network, the video will stream back. This alert remains till the network is weak and then fades away when the network improves.



What devices can I use?

Last Modified on 04/17/2020 8:09 am EDT

Supported devices

- Smart phone
- Tablet
- Laptop
- Desktop computer

Make sure that your device (laptop, desktop, smartphone, or tablet) meets the following criteria:

Operating System	Version	Model
Windows	7, 8.x, 10 or later	
macOS	10.11 or later	
Android	4.1 or later	Devices from Samsung Galaxy, Google, Motorola Moto, and LG Optimus families
iOS, iPadOS	11 or later	iPhone 5 and above iPad 2 and above

What browser should I use?

Last Modified on 03/02/2022 6:59 am EST

Use one of the following browsers to access eClinic:

Operating System	Browser
Windows	Google Chrome, Microsoft Edge, Opera, Brave(Beta) and Mozilla Firefox
Mac	Apple Safari and Google Chrome
Android	Google Chrome, Microsoft Edge, Opera, Brave,(Beta) Samsung Internet and Mozilla Firefox
iOS or iPad OS	Apple Safari
Linux	Google Chrome, Microsoft Edge, Opera, Brave(Beta) and Mozilla Firefox

Note:

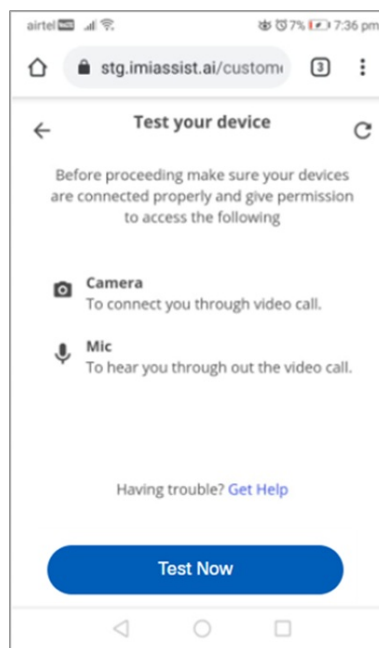
- It is recommended that you use Safari (v12.2+) if on iPad/iPhone and Google Chrome for all other devices.
- It is recommended to use the most recent version of the listed browsers for the best results.

Is my device compatible for the video call?

Last Modified on 11/17/2022 1:03 am EST

Before joining the video call, you will be prompted to test your device. Performing this test in advance gives you reassurance that your video consultation will take place seamlessly, by checking your device, browser, camera, microphone, speaker for compatibility and checking your network. After performing the test, you can view a summary of the test results.

Performing a device test takes approximately 1-2 mins. During testing you can move to a previous step by clicking the back button or by tapping on the respective icon at the bottom of the screen.

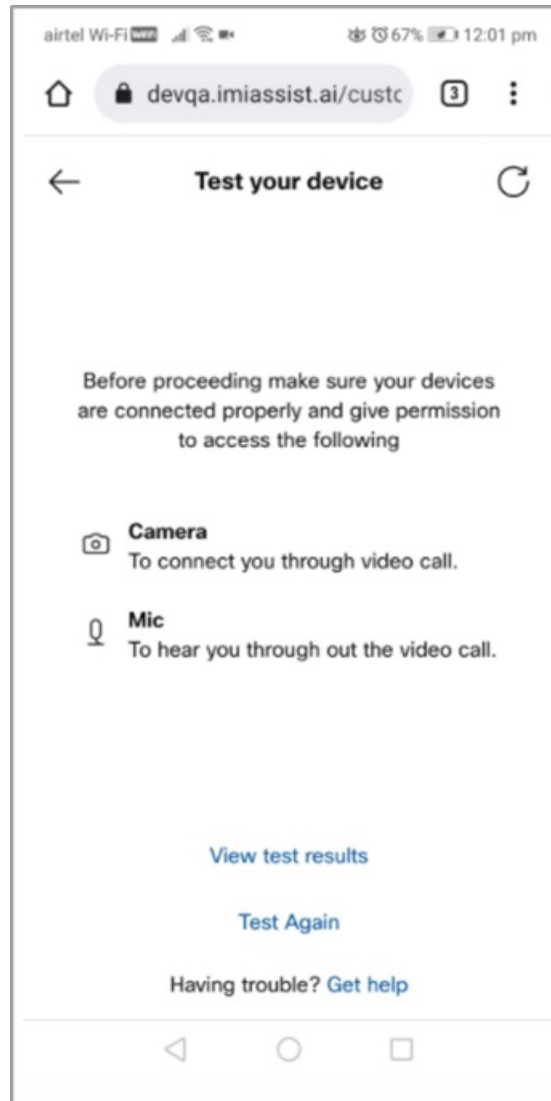


Can I retest my device if I've already tested it once?

Last Modified on 02/02/2022 1:48 am EST

Device test can be done multiple times from the time you receive the invitation link to joining the call. Click on **Test Now** to retest your device. It is recommended that you perform a test just before the call.

The **View Test Result** will show the results of the most recent test you have performed.



While my device is being tested, can I stop the process?

Last Modified on 07/28/2020 7:04 am EDT

We strongly recommend that you complete the entire process of device testing to avoid any issues whilst on the call. If you need to stop the test, close the browser and rejoin the link.

Facing technical faults on eClinic application?

Last Modified on 02/08/2021 12:19 am EST

If you are facing technical issues on the application, try to refresh the browser. If nothing happens note down the issue/error faced and reach out to admin. Also, you can add feedback after the call ends regarding the same.

Why I am seeing a blank page on the application?

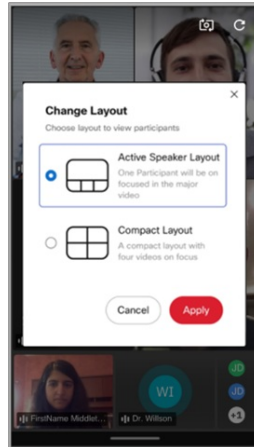
Last Modified on 02/08/2021 12:22 am EST

If you see a blank page on the web page, try to refresh the page. If nothing happens, please close the browser/tab and click on the invitation link and try again.

How do I change layout of my call?

Last Modified on 01/31/2022 5:52 am EST

You can choose to change the layouts among active or compact anytime during the call, by clicking **Layout**. Click **Apply** upon selecting preferred layout.



What are the participants roles?

Last Modified on 11/03/2021 6:38 am EDT

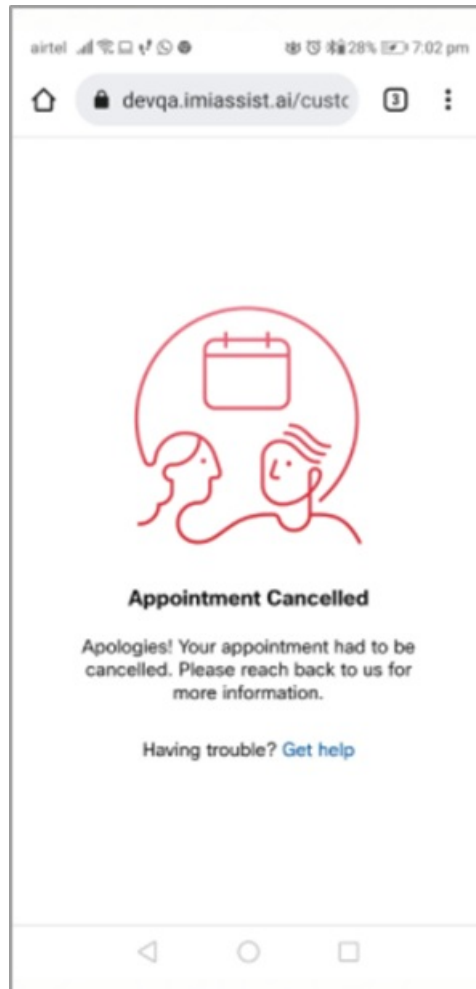
The following participant roles have been introduced to allow multiple people to participate in the group call.

- **Host:** Refers to the clinician assigned to the appointment. The appointment starts when the host starts the appointment and ends for all other participants once the host ends the appointment.
 - **Primary Guest:** Refers to the key patient for whom the appointment is scheduled. A call cannot take place without a primary guest
 - **Guest:** Other participants such as multi-disciplinary team of clinicians and patient's caretakers can be optionally added to the appointment as guests
-

My appointment was cancelled

Last Modified on 01/31/2022 5:54 am EST

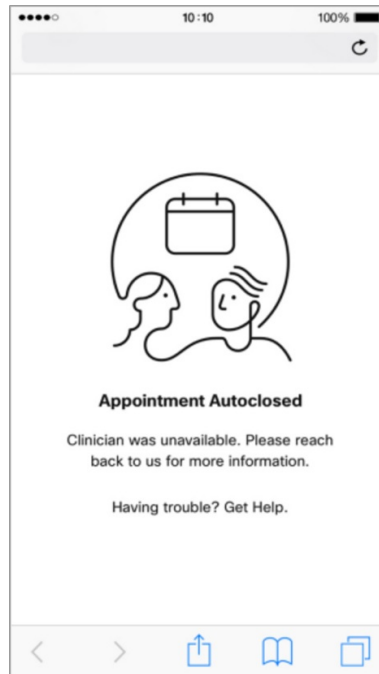
If your appointment has been cancelled, a page saying "Appointment Cancelled" will be shown. For support, reach out to the phone number provided in your appointment letter.



My appointment was auto-closed

Last Modified on 02/07/2022 4:06 am EST

Your appointment is auto-closed when your clinician has missed the appointment. For support, reach out to the phone number provided in your appointment letter.



Still facing an issue?

Last Modified on 03/26/2020 5:49 am EDT

Most of the call issues can be fixed by doing the following:

- Close your browser and rejoin the appointment from a supported browser.
 - Change your device
 - For support, reach out to the phone number provided in your appointment letter.
-

My appointment was marked DNA

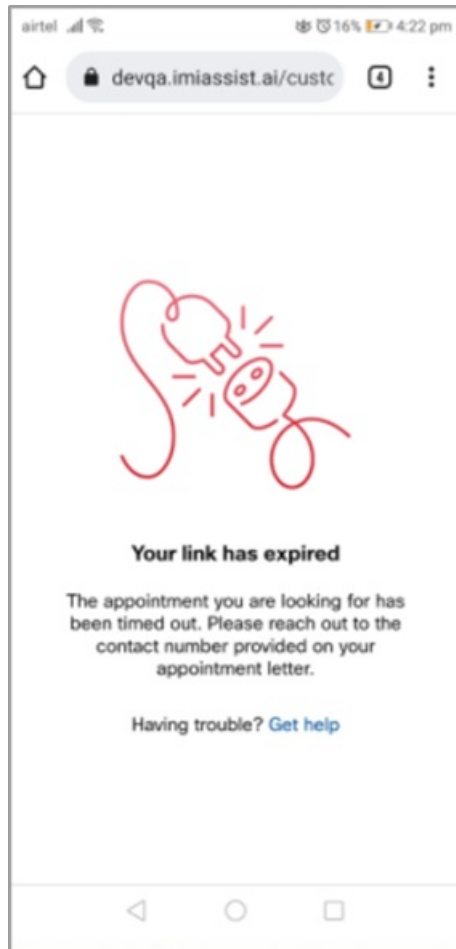
Last Modified on 03/27/2020 6:46 am EDT

The appointment status is marked as DNA (did not attend) when patient has missed the appointment.

Appointment link expired

Last Modified on 01/31/2022 6:03 am EST

If your appointment link has expired, call the number or send an email to the contact information displayed on your screen.



I received an appointment invite link

Last Modified on 03/27/2020 6:46 am EDT

Patient can join the appointment once he or she receives the appointment invite link through SMS/email. Make sure you join the appointment immediately after receiving the invite as the clinician would be waiting for you to join the video call.

What happens to my video recording?

Last Modified on 06/11/2020 4:14 am EDT

Should your video consultation be recorded, the recording, any snapshots, annotations or notes, will be stored and used in line with your hospitals patient healthcare record policy. If you have any questions, please contact the hospital directly.

Is eClinic secure and private?

Last Modified on 06/11/2020 4:18 am EDT

Your video consultation takes place under the same principles as if you had seen the clinician face to face, your privacy and dignity will be respected at all times. The clinician will be in quiet, private room and we would ask that you also ensure you are in a quiet, private safe to ensure your confidentiality.

During the video consultation, all data such as Video and is Audio is secure and encrypted and complies with the hospitals Information Governance and IT Security protocols.

Do I get a prescription after the appointment?

Last Modified on 06/11/2020 4:19 am EDT

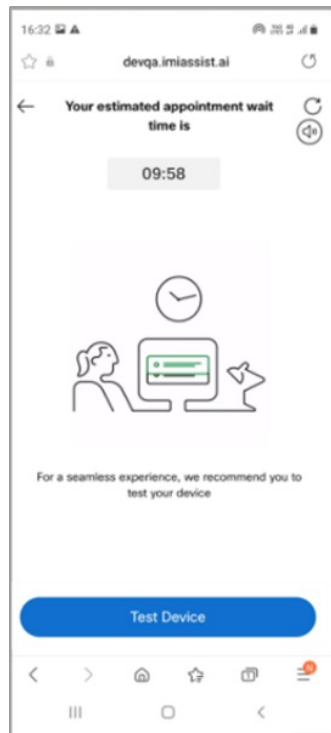
Should a prescription be required following your video consultation, the clinician will arrange for this to be sent to the hospital pharmacy, who will let you know when it is ready for collection, or they will write to your GP who will arrange a new prescription for you in their usual way. Please check with the clinician during your video consultation which method will be used.

Why am I in a waiting room?

Last Modified on 01/31/2022 6:05 am EST

The waiting room is a temporary waiting area for patients, where you can wait for the Clinician to join the video appointment. Whilst in the waiting room, you can test your device and see approximately how much time there still is before the appointment begins.

The waiting room is active only a certain time before the appointment begins. You may receive a text message or email informing when the waiting room is available and asking you to enter the waiting room.



Can I close/minimize my browser while at waiting room?

Last Modified on 07/28/2020 8:55 am EDT

It is recommended to stay on the waiting room page until the Clinician joins the call. However, you can choose to close/minimize the browser and come back at the time of your appointment. If you have closed the browser, you can simply click on the appointment invitation link again to rejoin.

Screen showing me Waiting room active

Last Modified on 07/28/2020 10:13 am EDT

Waiting room can only be opened in one browser at a time, to resolve this close the current/previous browser and refresh your browser.

Timer not working on my waiting room

Last Modified on 07/28/2020 10:22 am EDT

The timer on the waiting room is approximate and dependent on your scheduled appointment time. If the Clinician is delayed, the timer is auto adjusted. If you do not see the timer ticking, please refresh the browser or close the browser and rejoin using the invitation link.

Can I take a regular incoming call while the video call is happening?

Last Modified on 02/08/2021 12:25 am EST

Whilst on a video call you can still receive incoming phone calls. However, during your consultation we request you ignore or reject the non-urgent incoming call to your mobile.

If the call appears urgent, please inform the clinician before answering the call.

When you answer the regular incoming call, the video appointment gets paused for a while. If the phone call ends within a minute, or if you disconnect the phone call, the video call would resume as it is on the same browser.

In any case, if the call does not automatically reconnect, you could perform one of the following:

- Refresh the video call browser tab.

OR

- Close the browser and try to join the call again by clicking on the link.
-

My video stopped while accessing chat?

Last Modified on 02/08/2021 12:27 am EST

While on a video call appointment, if the video is stopped while using chat feature you can refresh the page, the video call would automatically resume. This issue is currently observed on IOS 14 version/Apple Hardware.

My video stopped while Clinician ends screenshare?

Last Modified on 02/08/2021 12:28 am EST

While on a video call appointment, if the video stops while the clinician ends the screen share. The patient must re-join the session to resume the video call appointment. This issue is currently observed on iOS/Apple hardware.

Can I still join the appointment if I am late?

Last Modified on 02/08/2021 12:29 am EST

Yes, you can still attend the appointment if you are somewhat late. But It is advisable to inform the hospital/doctor regarding the same.

I have missed my appointment.

Last Modified on 02/08/2021 12:30 am EST

You need to be logged into the patient application a couple of minutes before your appointment so you're ready to join the appointment when it starts. If you miss your appointment you will be marked as a "Did Not Attend (DNA)".

Where is my health information stored and used for?

Last Modified on 02/08/2021 12:31 am EST

During the video consultation, all the data captured such as Video and Audio is secured and encrypted and complies with the hospitals Information Governance and IT Security protocols. The data captured is used for further investigation if more consultation is needed.

Known Issues (IOS)

Last Modified on 11/03/2021 6:35 am EDT

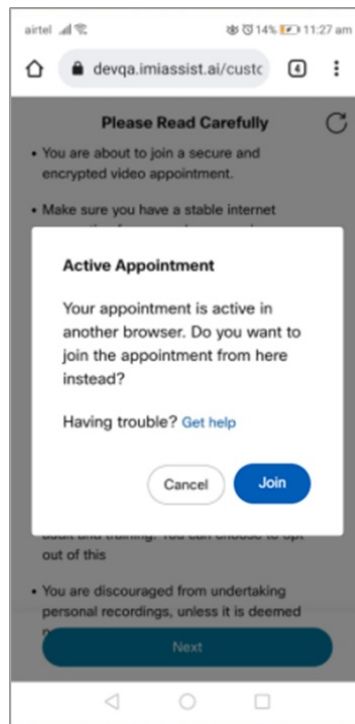
IOS 15 Issues

1. If you hear feeble voice from other participants while on a call, please connect to headphones.
 2. If you hear stuttered audio on receiving a phone call during video call on eClinic app, please notify the host.
 3. If you use Siri on your iPhones while on an eClinic video call may experience audio issues, please notify the host.
 4. If you are joining from Safari, then you might not be able to view the video of the participants who are on Mozilla Firefox, in such scenario please reach out to the host.
 5. If you are on Safari, your video may appear rotated when switching from chat window to call or if the application is backgrounded. If this happens, please tilt the phone to get the orientation fixed.
-

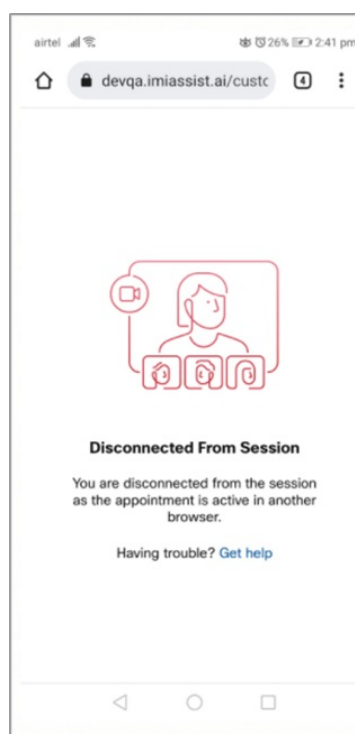
I got disconnected from the call?

Last Modified on 02/07/2022 4:29 am EST

You will receive the following notification if the appointment is active on another browser, asking if you want to join from the current browser. If you choose to proceed in a new browser/tab, you will be disconnected from the older browser session.



When you are disconnected from an earlier browser, the following notification is shown, informing you that your session has been terminated as the appointment is active in another browser.




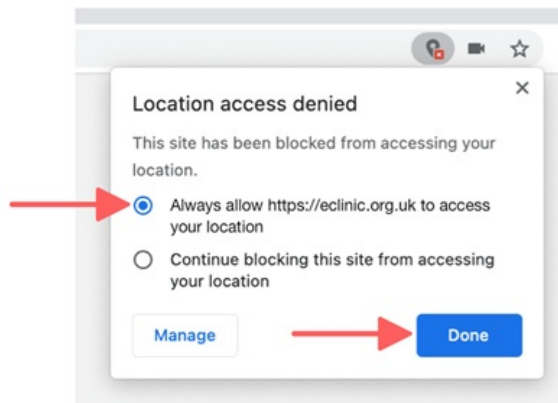
If you are unable to connect to the call, try reconnecting with the link or calling the phone number listed in your appointment letter.

Unable to access location?

Last Modified on 11/11/2021 8:23 am EST

If the browser lacks location permission, please follow the below steps to configure the settings to enable location services:

1. Click  location icon on the browser
2. Choose "Always allow" and click **Done**



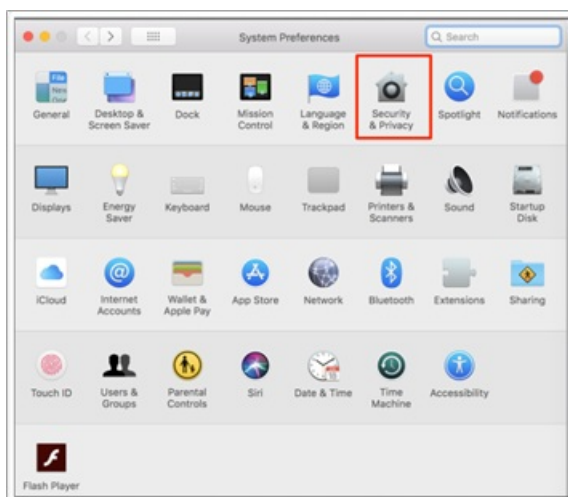
3. Refresh the page



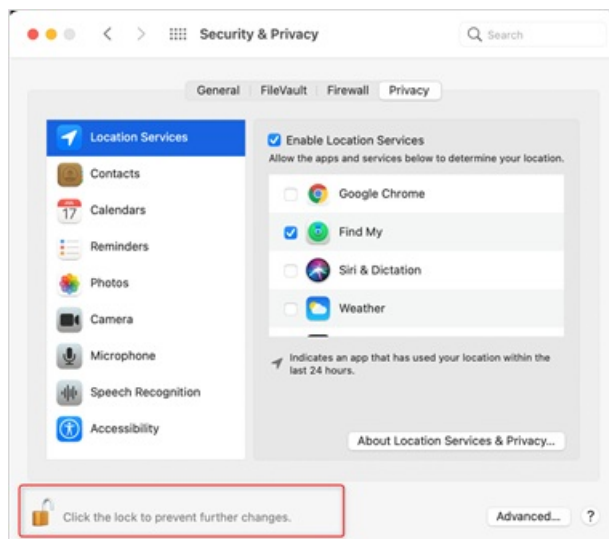
If you are still unable to access the location, please check your **Security & Privacy Settings** in **System Preference**.

Please follow the below steps to enable location settings from system preference:

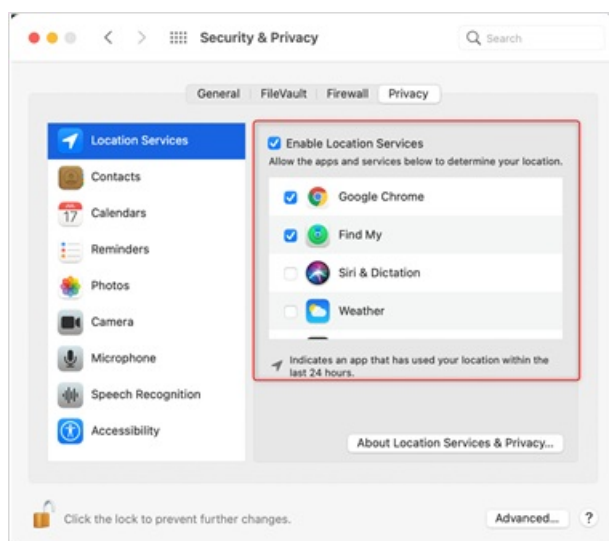
1. Open **System Preference > Security & Privacy** settings



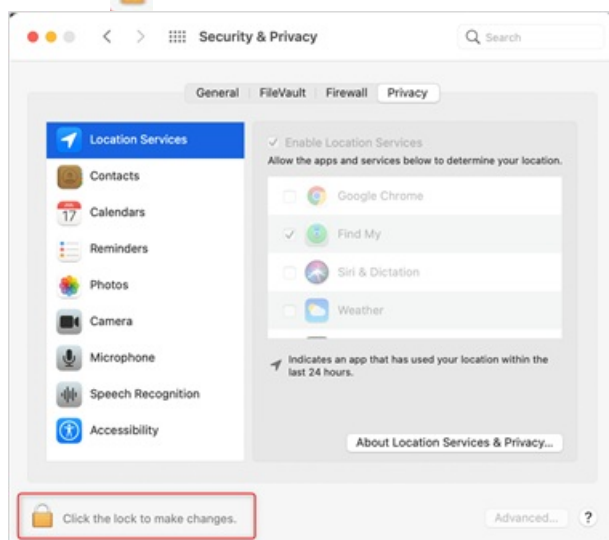
2. Click the **lock** icon and unlock to make the changes



3. Under "Location Services" section, click the box next to the browser you're using to allow it



4. Click the  lock to apply the changes



5. Reopen the browser to view the applied changes


What is Translated Conversation?

Last Modified on 02/07/2022 4:33 am EST

Translated Conversation allows Clinicians and Patients to communicate between themselves in their preferred language and translate their conversation into as many as [112 global languages](#), including scripts like Arabic and Hebrew which are written from right to left.

Translation Conversation is available in the form of speech to text and text to text. It uses speech recognition technology to convert the Clinician's or Patient's speech into text and translate to their preferred language. Alternatively, the Clinician or Patient can type the message to be translated using their system keyboard or on-screen virtual keyboard.

Real-time translation makes healthcare consultation more accessible for Patients, while protecting their privacy, while also removing the need to book an interpreter in advance . To enable this feature, let your clinician know you want to use it when you join the consultation, or follow the simple steps :

1. Once Patient has joined the video call, to initiate translation click on the **translate** icon  and a popup message appears asking to select a preferred language.
 2. Select language and click **Enable**, this sends a permission request to Clinician, to enable translation and requesting to update Clinician's preferred language.
 3. The Translation toolbar is enabled when Clinician accepts the permission.
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Best Practices for Translation

Last Modified on 12/11/2020 8:23 am EST

Some of the best practices of translation:

BEFORE CALL

1. Surroundings:

1. To join appointment, it is always advisable to choose a quite environment to lower the distractions.
2. It is recommended to use a headset to reduce background noise and disturbance from surroundings.

2. Speech Clarity:

1. It is recommended to speak closer to the microphone with a proper pace to maintain speech clarity.
Speak small sentences for better performance of translation.
2. Choose the right language accent for identifying speech accurately.
3. Use the number approach when specifying a date. Spell out numbers e.g.; - 1-9-9-0 instead of saying nineteen ninety.

DURING CALL

1. Speech/Text Inputs:

1. Patient can choose to speak/type to begin translation. Patient can click on the mic icon and start speaking or can use system / virtual keyboard to type the message to translate. Keep grammatical constructions simple. The captured text can be edited before sending, in case of errors.
Note: Virtual Keyboard feature is available for following [languages](#).
2. We support 112 global languages including scripts that are written from left to right. For more information refer to list of [support languages](#) before proceeding with translation.
3. Before proceeding with the video call appointment kindly refer to the languages that are not available for speech to text translation:

1. Belarusian
2. Cebuano
3. Chichewa
4. Corsican
5. Esperanto
6. Frisian
7. Hausa
8. Hawaii
9. Frisian
10. Haitian Creole
11. Hausa
12. Hawaiian
13. Hmong

14. Igbo
15. Irish
16. Kazakh
17. Kinyarwanda
18. Kurdish
19. Kyrgyz
20. Latin
21. Luxembourgish
22. Malagasy
23. Maltese
24. Maori
25. Myanmar
26. Oriya
27. Pashto
28. Samoan
29. Scots Gaelic
30. Sesotho
31. Shona
32. Sindhi
33. Somali
34. Tajik
35. Tatar
36. Turkmen
37. Uyghur
38. Welsh
39. Xhosa
40. Yiddish
41. Yoruba
42. Zulu

4. While speaking, the spoken speech identified by the application is displayed in the text area in grey, wait for the content to be white before sending.

2. Share Feedback:

While on a video call appointment Patient has an opportunity to share their view by upvoting and downvoting a translated message. After the call, Patient can summarise their experience on the feedback form.

What are the supported languages?

Last Modified on 01/20/2021 5:41 am EST

Supported Languages

Real-Time Translation translates in 112 global languages. This feature also supports translation of scripts like Arabic and Hebrew that is written from right to left. This enables Patients to stick back to their preferred languages which indeed enhances delight. Real-Time Translation feature is now available in beta version. To enable this feature, please contact eClinic support team, support@healthcomm.uk.

Translation is available in :

Speech to Text : Enables translation of spoken speech into the text message. User can record and audio to be translated to the text message in their preferred language.

Text to Text : Enables text to text translation. User can type content to be translated in their preferred language.

Read Aloud : This is an accessibility option which enables translation of written text to audio output. User can type text message to be translated to speech of their preferred language.

List of Languages

The following table has the details of language codes and support for various languages.

Languages	Language Code	Speech to Text	Text to Text	Text to Speech	Virtual Keyboard
Afrikaans	af	Yes	Yes	No	No
Albanian	sq	Yes	Yes	No	No
Amharic	am	Yes	Yes	No	No
Arabic (Algeria)	ar	Yes	Yes	Yes	Yes
Arabic (Bahrian)	ar	Yes	Yes	Yes	Yes
Arabic (Egypt)	ar	Yes	Yes	Yes	Yes
Arabic (Iraq)	ar	Yes	Yes	Yes	Yes
Arabic (Israel)	ar	Yes	Yes	Yes	Yes
Arabic (Jordan)	ar	Yes	Yes	Yes	Yes
Arabic (Kuwait)	ar	Yes	Yes	Yes	Yes
Arabic (Lebanon)	ar	Yes	Yes	Yes	Yes
Arabic (Morocco)	ar	Yes	Yes	Yes	Yes

Languages	Language Code	Speech to Text	Text to Text	Text to Speech	Virtual Keyboard
Arabic (Oman)	ar	Yes	Yes	Yes	Yes
Arabic (Qatar)	ar	Yes	Yes	Yes	Yes
Arabic (Saudi Arabia)	ar	Yes	Yes	Yes	Yes
Arabic (State of Palestine)	ar	Yes	Yes	Yes	Yes
Arabic (Tunisia)	ar	Yes	Yes	Yes	Yes
Arabic (United Arab Emirates)	ar	Yes	Yes	Yes	Yes
Arabic (Yemen)	ar	Yes	Yes	Yes	Yes
Armenian	hy	Yes	Yes	No	No
Azerbaijani	az	Yes	Yes	No	No
Basque	eu	Yes	Yes	No	No
Belarusian	be	No	No	No	No
Bengali (Bangladesh)	bn	Yes	Yes	No	No
Bengali (India)	bn	Yes	Yes	Yes	No
Bosnian	bs	Yes	Yes	No	No
Bulgarian	bg	Yes	Yes	No	No
Cantonese	zh	Yes	Yes	No	No
Catalan	ca	Yes	Yes	No	No
Cebuano	ceb	No	No	No	No
Chichewa	ny	No	No	No	No
Corsican	co	No	No	No	No
Croatian	hr	Yes	Yes	No	No
Czech	cs	Yes	Yes	Yes	Yes
Danish	da	Yes	Yes	Yes	No
Dutch (Netherlands)	nl	Yes	Yes	Yes	No
English (Australia)	en	Yes	Yes	Yes	Yes

Languages	Language Code	Speech to Text	Text to Text	Text to Speech	Virtual Keyboard
English (Canada)	en	Yes	Yes	No	Yes
English (Ghana)	en	Yes	Yes	No	Yes
English (Hong Kong)	en	Yes	Yes	No	Yes
English (India)	en	Yes	Yes	Yes	Yes
English (Ireland)	en	Yes	Yes	No	Yes
English (Kenya)	en	Yes	Yes	No	Yes
English (New Zealand)	en	Yes	Yes	No	Yes
English (Nigeria)	en	Yes	Yes	No	Yes
English (Pakistan)	en	Yes	Yes	No	Yes
English (Philippines)	en	Yes	Yes	No	Yes
English (Singapore)	en	Yes	Yes	No	Yes
English (South Africa)	en	Yes	Yes	No	Yes
English (Tanzania)	en	Yes	Yes	No	Yes
English (United Kingdom)	en	Yes	Yes	Yes	Yes
English (United States)	en	Yes	Yes	Yes	Yes
Esperanto	eo	No	No	No	No
Estonian	et	Yes	Yes	No	No
Farsi	fa	Yes	Yes	No	Yes
Finnish	fi	Yes	Yes	Yes	No
French (Belgium)	fr	Yes	Yes	No	Yes
French (Canada)	fr	Yes	Yes	Yes	Yes
French (France)	fr	Yes	Yes	Yes	Yes
French (Switzerland)	fr	Yes	Yes	No	Yes
Frisian	fy	No	No	No	No

Languages	Language Code	Speech to Text	Text to Text	Text to Speech	Virtual Keyboard
Galician	gl	Yes	Yes	No	No
Georgian	ka	Yes	Yes	No	Yes
German (Austria)	de	Yes	Yes	No	Yes
German (Germany)	de	Yes	Yes	Yes	Yes
German (Switzerland)	de	Yes	Yes	No	Yes
Greek	el	Yes	Yes	Yes	Yes
Gujrati	gu	Yes	Yes	Yes	No
Haitian Creole	ht	No	No	No	No
Hausa	ha	No	No	No	No
Hawaiian	haw	No	No	No	No
Hebrew	iw	Yes	Yes	No	Yes
Hindi	hi	Yes	Yes	Yes	Yes
Hmong	hmn	No	No	No	No
Hungarian	hu	Yes	Yes	Yes	No
Icelandic	is	Yes	Yes	Yes	No
Igbo	ig	No	No	No	No
Indonesia	id	Yes	Yes	Yes	No
Irish	ga	No	No	No	No
Italian (Italy)	it	Yes	Yes	Yes	Yes
Italian (Switzerland)	it	Yes	Yes	No	Yes
Japanese	ja	Yes	Yes	Yes	Yes
Javanese	jv	Yes	Yes	No	No
Kannada	kn	Yes	Yes	No	Yes
Kazakh	kk	No	No	No	No
Khmer	km	Yes	Yes	No	No
Kinyarwanda	rw	No	No	No	No

Languages	Language Code	Speech to Text	Text to Text	Text to Speech	Virtual Keyboard
Korean	ko	Yes	Yes	Yes	Yes
Kurdish	ku	No	No	No	No
Kyrgyz	ky	No	No	No	No
Lao	lo	Yes	Yes	No	No
Latin	la	No	No	No	No
Latvian	lv	Yes	Yes	No	No
Latvian	lv	Yes	Yes	No	No
Lithuanian	lt	Yes	Yes	No	No
Luxembourgish	lb	No	No	No	No
Macedonian	mk	Yes	Yes	No	No
Malagasy	mg	No	No	No	No
Malay	ms	Yes	Yes	No	No
Malayalam	ml	Yes	Yes	Yes	No
Maltese	mt	No	No	No	No
Mandarin (Simplified)	zh-CN	Yes	Yes	Yes	Yes
Mandarian (Traditional)	zh-TW	Yes	Yes	Yes	Yes
Maori	mi	No	No	No	No
Marathi	mr	Yes	Yes	No	No
Mongolian	mn	Yes	Yes	No	No
Myanmar	my	No	No	No	Yes
Nepali	ne	Yes	Yes	No	No
Norwegian	no	Yes	Yes	Yes	No
Oriya	or	No	No	No	No
Pashto	ps	No	No	No	No
Polish	pl	Yes	Yes	Yes	Yes


Languages	Language Code	Speech to Text	Text to Text	Text to Speech	Virtual Keyboard
Portuguese(Brazil)	pt	Yes	Yes	Yes	No
Portuguese(Portugal)	pt	Yes	Yes	Yes	No
Punjabi	pa	Yes	Yes	No	No
Romanian	ro	Yes	Yes	No	No
Russian	ru	Yes	Yes	Yes	Yes
Samoan	sm	No	No	No	No
Scots Gaelic	gd	No	No	No	No
Serbian	sr	Yes	Yes	No	No
Sesotho	st	No	No	No	No
Shona	sn	No	No	No	No
Sindhi	sd	No	No	No	Yes
Sinhala (Sinhalese)	si	Yes	Yes	No	No
Slovak	sk	Yes	Yes	Yes	No
Slovenian	sl	Yes	Yes	No	No
Somali	so	No	No	No	No
Spanish (Argentina)	es	Yes	Yes	No	Yes
Spanish (Bolivia)	es	Yes	Yes	No	Yes
Spanish (Chile)	es	Yes	Yes	No	Yes
Spanish (Colombia)	es	Yes	Yes	No	Yes
Spanish (Costa Rica)	es	Yes	Yes	No	Yes
Spanish (Dominican Republic)	es	Yes	Yes	No	Yes
Spanish (Ecuador)	es	Yes	Yes	No	Yes
Spanish (El Salvador)	es	Yes	Yes	No	Yes
Spanish (Guatemala)	es	Yes	Yes	No	Yes
Spanish (Honduras)	es	Yes	Yes	No	Yes
Spanish (Mexico)	es	Yes	Yes	No	Yes

Languages	Language Code	Speech to Text	Text to Text	Text to Speech	Virtual Keyboard
Spanish (Nicaragua)	es	Yes	Yes	No	Yes
Spanish (Panama)	es	Yes	Yes	No	Yes
Spanish (Praguay)	es	Yes	Yes	No	Yes
Spanish (Peru)	es	Yes	Yes	No	Yes
Spanish (Puerto Rico)	es	Yes	Yes	No	Yes
Spanish (Spain)	es	Yes	Yes	Yes	Yes
Spanish (United States)	es	Yes	Yes	No	Yes
Spanish (Uruguay)	es	Yes	Yes	No	Yes
Spanish (Venezuela)	es	Yes	Yes	No	Yes
Sundanese	su	Yes	Yes	No	No
Swahili	sw	Yes	Yes	No	No
Swedish	sv	Yes	Yes	Yes	Yes
Tagalog/Filipino	tl	Yes	Yes	Yes	No
Tajik	tg	No	No	No	No
Tamil	ta	Yes	Yes	Yes	No
Tatar	tt	No	No	No	No
Telugu	te	Yes	Yes	Yes	No
Thai	th	Yes	Yes	Yes	Yes
Turkish	tr	Yes	Yes	Yes	Yes
Turkmen	tk	No	No	No	No
Ukrainian	uk	Yes	Yes	Yes	Yes
Urdu (India)	ur	Yes	Yes	No	Yes
Urdu (Pakisthan)	ur	Yes	Yes	No	Yes
Uyghur	ug	No	No	No	No
Uzbek	uz	Yes	Yes	No	No
Vitenamese	vi	Yes	Yes	Yes	No

Languages	Language Code	Speech to Text	Text to Text	Text to Speech	Virtual Keyboard
Welsh	cy	No	No	No	No
Xhosa	xh	No	No	No	No
Yiddish	yi	No	No	No	No
Yoruba	yo	No	No	No	No
Zulu	zu	No	No	No	No

How do I input my content for translation?




Last Modified on 02/07/2022 6:21 am EST

As soon as you enable Translation Conversation  , select your preferred language to be used in translation.

You can choose any of these input options:

- Microphone
- System Keyboard/On-screen Virtual Keyboard

Patients can translate conversation by speaking out aloud or by typing text. In order to begin translation:

- Patient can click on the mic icon  and start speaking. An animation begins to show indicating that it's listening, and the spoken words identified by the application will be displayed in the text area. Verify the text message draft and click the send icon  to send the message.
- Patient can use system keyboard or on-screen virtual keyboard  to type the text message.



My local language is not listed?

Last Modified on 12/09/2020 9:29 am EST

We offer a wide range of language selection for translation. Users (Clinician and Patient) can communicate between themselves in their preferred language and translate their conversation to as many as [112 global languages](#), including scripts like Arabic and Hebrew that are written from right to left.

For suggestions to include unlisted languages, contact the number on your appointment letter.


Can I access Translation Conversation with other features on call?

Last Modified on 11/24/2020 3:23 am EST

Yes, you can access Translation Conversation along with other features like annotation, screen-share, auto-read etc. while on a call.

Can I use Translation Conversation again if already used within the consultation?



Last Modified on 02/07/2022 6:13 am EST

Yes, translation can be used multiple times within the call. While on a call, you can enable translation any time and can start a conversation. To enable, click on the Translation icon  .

I have selected wrong language; how do I change my language?

Last Modified on 06/23/2022 3:55 am EDT

While on an ongoing call with the Clinician, where you have previously enabled translation by choosing a preferred language. At any point throughout the call you can switch over to a language of your preference. Please follow the instructions to change language:

1. Click on the **3-dot menu**  , you will see a 3-dot menu pop up on your screen
2. Click on the **Change Language** icon  and select your preferred language.
3. When done click **Change**. A notification informing the change in language is shown to the user (Patient) who made the changes.
4. Similarly, the Clinician is also notified of the change in language.

