

# I can't hear the doctor/nurse

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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