

The doctor or nurse can't hear me

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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