

Is my device compatible for the video call?

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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.

