



PATIENT & CAREGIVER EDUCATION

Troubleshooting Tips: What to do if your care team can't see or hear you

Follow the instructions on your screen that tell you what to do if your microphone or camera are not working.

Check your camera and microphone settings on your browser. Make sure you let your browser access your camera and microphone. Use these links to check your settings:

- [Click here for Google Chrome](#)
- [Click here for Safari](#)
- [Click here for Microsoft Edge](#)
- [Click here for Firefox \(computer version\)](#)

Close all other applications that can be using your microphone and camera. This includes using your smartphone for a phone or video call instead of for your telemedicine visit.

Use a different browser, such as Google Chrome, Microsoft Edge, or Safari. You also can use Firefox if you're using a computer for your telemedicine visit, not a mobile device.

Use a different device.

Update your phone software or your browser to the latest software version.

Update your iPhone or iPad to the latest software version. Click [here](#) to

learn how to update iPhone or iPad software.

Still need help? Please call 800-248-0593 and press 1 to reach the Telemedicine Help Desk. You can call them Monday through Friday from 9 a.m. to 5 p.m. (Eastern time). **If you're using your smartphone for your visit, use a different phone to call the Help Desk, if possible.**

If you have questions or concerns, contact your healthcare provider. A member of your care team will answer Monday through Friday from 9 a.m. to 5 p.m. Outside those hours, you can leave a message or talk with another MSK provider. There is always a doctor or nurse on call. If you're not sure how to reach your healthcare provider, call 212-639-2000.

For more resources, visit www.mskcc.org/pe to search our virtual library.

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