Connectivity Issues

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Anytime Telecare

Connectivity Solutions for the Anytime Telecare Platform

- **Wifi connection**

  - The video quality is directly related to the strength of the user's internet speed. If the patient or practice has a poor internet connection, then the video quality will be poor. We have found that at times if the broadband signal is weak, switching to cellular from wifi can provide a better connection for the telehealth visit.

- **Browser compatibility**

  - The Anytime Pediatrics platform works best on an up-to-date Google Chrome web browser. When a patient is experiencing issues connecting to their telemedicine visit, it may be because of the browser they are using.

- **Most recent version of Google Chrome**

  - Our platform works best on the most updated version of Google Chrome. I would advise your office staff and patients to update their Google Chrome browser to prevent any future issues. This resource guide has instructions on how to successfully update your version of Google Chrome. Please feel free to share this document with your practice and patients.

- **Smartphone Software Update**

  - The Anytime Pediatrics Application works best on the most updated version of Android or iOS software. We recommend updating the software on your device before your next telemedicine appointment to prevent any issues.
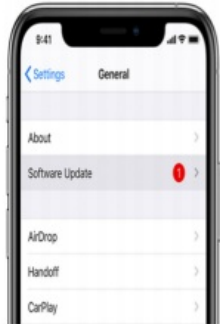
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Update your device wirelessly

If a message says that an update is available, tap Install Now. You can also follow these steps:

1. Plug your device into power and connect to the Internet with Wi-Fi.

2. Go to Settings > General, then tap Software Update.

< Settings   General

About

Software Update   ❶

AirDrop

Handoff

CarPlay

3. Tap Download and Install. If a message asks to temporarily remove apps because the software needs more space for the update, tap Continue or Cancel. Later, iOS or iPadOS will reinstall apps that it removed. If you tap Cancel, learn what to do next.

4. To update now, tap Install. Or you can tap Later and choose Install Tonight or Remind Me Later. If you tap Install Tonight, just plug your device into power before you go to sleep. Your device will update automatically overnight.

5. If asked, enter your passcode. If you don't know your passcode, learn what to do.

Check & update your Android version

You can find your device's Android version number, security update level, and Google Play system level in your Settings app. You'll get notifications when updates are available for you. You can also check for updates.

See which Android version you have

1. Open your phone's Settings app.
2. Near the bottom, tap System > Advanced > System update.
3. See your "Android version" and "Security patch level."

Get the latest Android updates available for you

When you get a notification, open it and tap the update action.

If you cleared your notification or your device has been offline:

1. Open your phone's Settings app.
2. Near the bottom, tap System > Advanced > System update.
3. You'll see your update status. Follow any steps on the screen.

- **Desktop App Web Viewer**

  - If your camera or microphone is not working properly on your Windows device, it could be because your desktop app web viewer is disabled on your camera or microphone. Walkthrough these steps in sequence to restore your settings.

    - **Click the Start button in the bottom left-hand corner of the screen.**

    - **Click on Settings.**

    - **Click the Privacy tab**

    - **Select Camera or Microphone on the left-hand column**

    - **Once here, check to make sure Desktop App Web Viewer is enabled. Please see the example below.**

      Desktop App Web Viewer   🔵 On