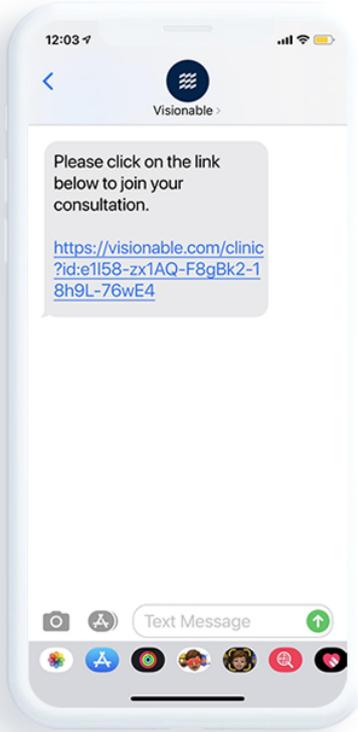
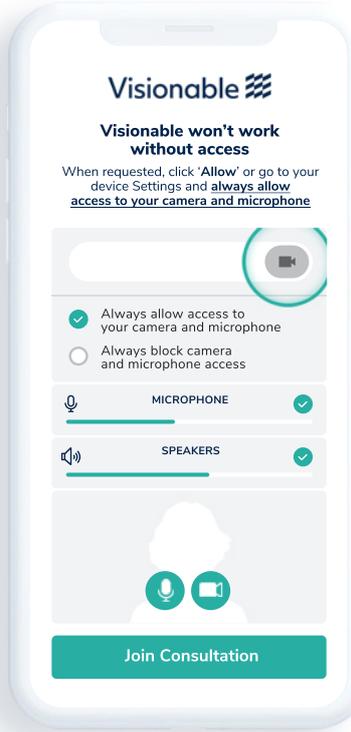




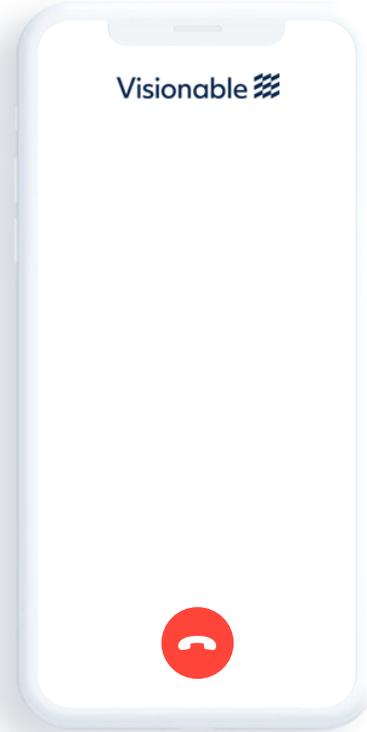
Quick-guide to your video consultation



SMS or email invite
When you receive an invite, 'click on the link'.



Mic & Camera access
When prompted, test your settings then click 'Join Consultation'.



Ending your meeting
Once your appointment is complete, tap on the 'red phone icon' to end your appointment.

Troubleshooting FAQ

DEVICE SUPPORT

Why do I get a message that my browser is not supported?

Visionable requires the latest supported internet browser on your mobile device. Supported browsers: Chrome, Firefox and Safari.

Option 1

Please update your browser from the relevant App / Play store and enter the appointment link in the browser's address bar.

Option 2

Update your device's operating system. Please refer to your manufacturer's update procedure.

Option 3

On some older Apple devices, the Safari browser cannot be updated, this is due to the device support from Apple. Please install another supported browser and enter the appointment link in the browser's address bar.

AUDIO

Why can't the other person in the meeting hear me?

Your microphone may be muted. Tap / click on the screen to display the meeting controls.



If the microphone is red, tap / click on the icon to turn the microphone on.

Why can I not hear the other person in the meeting?

Please check that your device is not muted, and the volume is turned up.