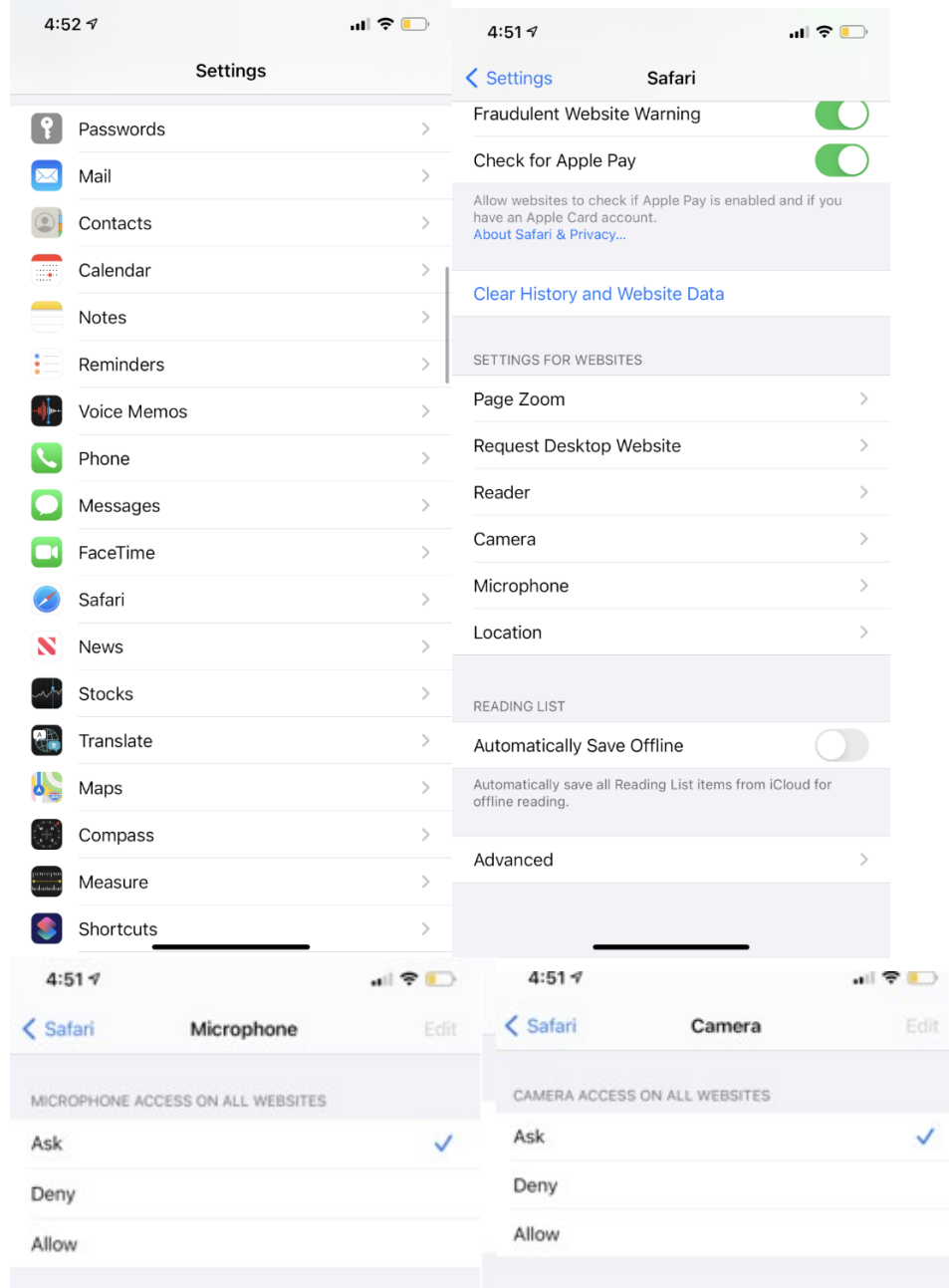


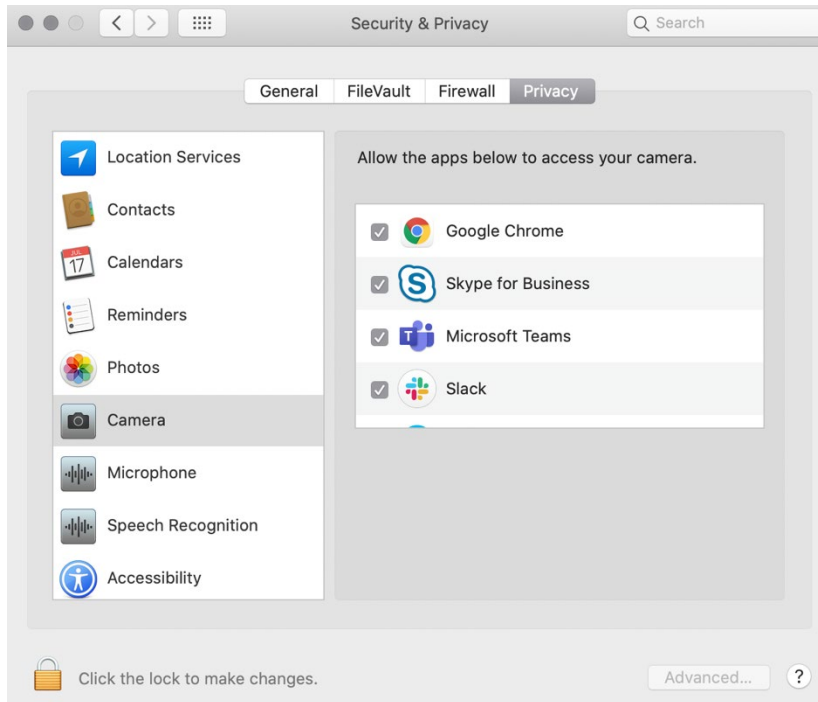
Andor Virtual Visits – Apple Audio Video Visual Tips

Video and Audio Troubleshooting Tips

On iPhones and iPads, you can go to the Settings application and navigate to the browser settings to enable access, as shown below



If you are using a Mac device, navigate to “System Preferences.” Then click on “Security and Privacy.” Use the tabs at the top of the window to go to “Privacy.” On the left hand menu, click “Camera” and “Microphone” to ensure your browser has been granted access.



For technical support, please contact **Telehealth Centralized Support** at **843.792.4864**