



When the Video Visit Won't Connect — A Calm Fix-It Guide

Won't Connect A Calm, Fix-It Guide

————— **An Extended Guide · No. 1756** —————

Tech Made Simple. Service Made Personal.

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SUMMARY

The 60-Second Version

If you read one page before your visit, make it this one. A video visit that won't connect is almost always a small technology hiccup, not a lost appointment. The doctor's office can see you're trying, and they can call your phone instead. Here's the short version of what to do.

- Join from the official link — the button in your patient portal or the appointment email or text, not a random app.
- When the screen asks to use your camera and microphone, tap Allow. That one tap fixes most "I can't see or hear" problems.
- A holding screen that says "waiting room" is normal — the doctor joins you from their side; you don't have to do anything.
- Keep your phone nearby with the office's number written down. If the video won't behave, they can switch you to a plain phone call.

WATCH OUT

This guide is about the technology, not your health. I help you get the picture and sound working. Anything about your symptoms, test results, or medicines is for your doctor or nurse. If you feel truly unwell and can't connect, don't wrestle with the screen — call the office, or 911 in an emergency.

FIRST, BREATHE

1. Nobody Flunks a Video Visit

The calm truth before you touch a single button.

Before we fix anything, let's settle the worry, because the worry is what makes these moments harder than they need to be. A video visit that won't connect is not a test you can fail. It's a glitchy screen, and glitchy screens get sorted out every day of the week.

Here's what's true on the other end. The doctor or a staff member is watching their own screen for you to appear. When you don't, they don't sigh and move on — they wait a few minutes, and most offices will pick up the phone and call you. A video that won't start rarely means your appointment is gone.

GOOD TO KNOW

A dropped or frozen video call is not a missed appointment. The office expects a few of these every day. The quiet backup — a plain phone call — is always sitting right there.

THE BIG ONE

2. Start From the Official Link

The single step that prevents most problems.

If there's one habit that heads off trouble, it's this: join your visit from the official link your office gave you. That means the "Join visit" or "Begin video" button inside your patient portal, or the link in the appointment email or text message from the office. Those links are built to open the right screen.

What trips people up is hunting for the wrong thing — opening a video-chat app you use with grandchildren, or searching the internet for the clinic. Your doctor's video visit almost never lives in one of those. It lives behind that one button or link.

TIP

The day before, find the link and leave the email or text open on your screen. Then, at visit time, you're one tap away instead of hunting while the clock ticks.

WHICH DOOR

3. The Link or the App — Which to Use

Two doors to the same room; pick the simpler one.

Many health systems give you two ways in: a link you tap, or an app you download. They usually lead to the same virtual room. For most people, the tap-a-link way is simpler — there's nothing to install and no password to remember in the moment.

- The link way: tap the button in the email, text, or portal, and the visit opens in your web browser. Fewest steps.
- The app way: some offices prefer their own app (often the portal app, like a MyChart-style app). Install it in advance, not at visit time.
- If the office told you which one to use, follow that. If not, the emailed link is the safe first try.

GOOD TO KNOW

Labels and apps vary by health system. If you're unsure which door your office wants, call them a day ahead and ask, "Do I tap a link or open an app?" One short question saves a stressful five minutes.

THE HOLDING SCREEN

4. What the Virtual Waiting Room Is

A blank-ish screen that's working exactly as intended.

After you join, you'll often land on a screen that says something like "Please wait, your provider will be with you shortly." This is the virtual waiting room, and it's the digital version of sitting in the lobby. You're in the right place. Nothing is broken.

You may see a small picture of yourself, a spinning circle, or just a message. That's all normal. The doctor joins you from their side when they're ready, exactly like being called back from the waiting room. You don't press anything — you wait.

TIP

Many systems let you join the waiting room early — often 15 to 30 minutes before your time. Going in a few minutes early lets you sort out any camera or sound snag before the doctor appears, with no pressure.

SAY YES

5. Letting the Visit Use Your Camera and Mic

The permission pop-up is a friend, not a trap.

The most common reason a visit shows a black screen or no sound is simple: the device asked for permission to use the camera and microphone, and the request got tapped away or never answered. Your phone, tablet, and computer all protect your camera by asking first. You have to say yes.

When you join, look for a little box that asks something like "Allow camera and microphone?" Tap Allow, Yes, or OK — never Block or Don't Allow. If you tapped the wrong one, don't worry; the next few chapters show how to switch it back on each kind of device.

WATCH OUT

Saying yes here only lets that one medical visit use your camera for that call. It is not handing your camera to strangers or turning it on forever. When the visit ends, the camera light goes off.

IPHONE & IPAD

6. Turning the Camera Back On — Apple

Where Apple keeps the switch when it's off.

If you're on an iPhone or iPad and the visit can't see or hear you, the permission was probably set to off for the browser or app you're using. You turn it back on in Settings. It takes about a minute.

- 1 Open the gray Settings app (the gear icon).
- 2 Scroll down and tap the browser you used — usually Safari — or the visit's app if you used one.
- 3 Find Camera and Microphone in that list.
- 4 Set each one to Allow or Ask (not Off), then go back and rejoin the visit from your link.

GOOD TO KNOW

On an iPhone, Safari is the most reliable browser for video visits. If a link opened somewhere else and won't cooperate, try opening the same link in Safari.

ANDROID

7. Turning the Camera Back On — Android

The same idea, a slightly different menu.

On an Android phone or tablet — Samsung, Google Pixel, and the rest — the camera and microphone permissions live in Settings too, grouped under each app. The wording differs a little by brand, but the path is close to the same.

- 1 Open Settings, then tap Apps.
- 2 Tap the browser you used (often Chrome) or the visit's app.
- 3 Tap Permissions.
- 4 Make sure Camera and Microphone are set to Allow, then rejoin from your link.

TIP

If you can't find it, type "camera" into the search box at the top of Settings. Nearly every Android phone has that little magnifying glass, and it jumps you straight to the right page.

COMPUTER

8. Turning the Camera Back On — a Computer

The clue is usually right in the address bar.

On a laptop or desktop, the visit runs in your web browser, and the permission lives right at the top of the window. When something's blocked, there's often a small camera icon with a line through it near the web address at the top.

- 1 Look at the top of the browser, near the web address, for a camera or lock icon.
- 2 Click it to open a little menu of permissions.
- 3 Set Camera and Microphone to Allow for this site.
- 4 Refresh the page (the circular arrow) or rejoin from your link.

GOOD TO KNOW

Visits work best in Chrome, Safari, or Edge that's reasonably up to date. The very old Internet Explorer often won't run a video visit at all — if that's what opened, copy the link into Chrome or Safari instead.

FROZEN

9. When the Picture Freezes or Goes Black

A stuck image is usually a tired connection.

A frozen face, a black box where the video should be, or a picture that moves in jerky stutters almost always points to the internet connection catching its breath, not a broken device. The fix is gentle and quick.

- 1 Give it ten seconds — brief freezes often clear on their own.
- 2 If it stays stuck, close the visit window or app completely.
- 3 Open your link again and rejoin; you'll land back in the room.
- 4 Still frozen? Move closer to your Wi-Fi, or switch to cellular (coming up in a moment).

TIP

Turning off your own video for a moment — there's usually a camera button at the bottom of the screen — can smooth out a weak connection. The doctor can still hear you while things settle.

CAN'T HEAR THEM

10. No Sound — You Can't Hear the Doctor

Nine times in ten, it's the volume or a mute button.

You can see the doctor's lips moving but hear nothing. Before you assume the worst, run through the ordinary sound checks. These catch the problem the vast majority of the time.

- Turn the volume up with the buttons on the side of the phone or the keys on the computer.
- Make sure the phone isn't on silent — check the little switch on the side of an iPhone, or the ring setting.
- Look for a speaker icon on the visit screen; if it has a line through it, tap it to turn sound on.
- If you plugged in headphones or earbuds, the sound may be going to them — put them in, or unplug them.

GOOD TO KNOW

If nothing brings the sound back, type a quick message in the visit's chat box if there is one — "I can't hear you" — so the doctor knows to call your phone.

THEY CAN'T HEAR YOU

11. When They Can't Hear You

Usually a mute button or a microphone permission.

The flip side: the doctor is waving to get your attention because you've gone silent on their end. Two things cause this almost every time — a mute button that's switched on, or the microphone permission we talked about earlier.

- 1 Find the microphone button at the bottom of the screen. If it has a line through it, you're muted — tap it once to unmute.
- 2 Check that the microphone permission is set to Allow (see your device's chapter above).
- 3 Make sure another app isn't using the mic — close any voice memo or other call.
- 4 Speak up and watch for a little moving bar or dot that shows it's picking you up.

TIP

It's easy to mute yourself by accident with a stray tap. If the doctor mouths "you're muted," the mic button with a line through it is the first thing to check.

WRONG CAMERA

12. You See the Room, Not Your Face

The phone is just using the wrong lens.

Sometimes the video works fine, but you're staring at your ceiling or the doctor is looking at your coffee table. Your phone or tablet has two cameras — one facing you, one facing away — and it simply picked the wrong one.

Look for a little icon of a camera with two arrows going in a circle, usually in a corner of the video screen. Tap it once and the view flips to the front camera, the one that shows your face. Tap it again if it flips the wrong way.

GOOD TO KNOW

If you can't find the flip button, just turn the whole phone around so the screen faces you. The camera above the screen is the one that shows your face.

WEAK WI-FI

13. When the Wi-Fi Is Too Weak

Distance from the router is the usual culprit.

Video needs a steadier internet connection than simple web browsing does, so a signal that's fine for email can stutter on a video call. The most common reason is sitting too far from the box that broadcasts your Wi-Fi — the router.

- Move to the same room as the router, or as close as you comfortably can.
- Put down other things using the internet — a streaming show in the next room, a big download — during the visit.
- If your home has Wi-Fi "dead spots," do the visit in a spot you know works well, like near the router.
- A fully charged phone held closer to the router often beats a laptop stuck in a far bedroom.

TIP

Scout your spot the day before. Sit where you plan to be, open a video — any video — and see if it plays smoothly. If it does, your visit will likely be fine there too.

SWITCH NETWORKS

14. Switching to Your Cellular Signal

When the home Wi-Fi just won't behave.

If your Wi-Fi keeps dropping the call, your phone has a second way onto the internet: its own cellular signal, the same one that makes phone calls. Switching to it sometimes fixes a stubborn visit in one move, as long as you have a decent bars reading.

- 1 On the phone, open Settings and turn Wi-Fi off for a moment.
- 2 The phone falls back to its cellular signal automatically.
- 3 Rejoin the visit from your link.
- 4 Turn Wi-Fi back on after the visit.

WATCH OUT

A video visit uses a fair bit of cellular data. If you have a small or pay-as-you-go data plan, this could cost you. For a one-off visit it's usually minor, but it's worth knowing before you lean on it every time.

OFF AND ON

15. Close It and Open It Again

The oldest fix in the book, because it works.

There's a reason "have you closed it and opened it again?" is a cliché: it clears up a surprising share of glitches. If the visit is acting strange — half-loaded, stuck, controls missing — fully closing it and starting fresh is often all it needs.

On a phone or tablet, closing the browser tab or swiping the app away and then reopening your link gives the visit a clean start. On a computer, close the whole browser window and open your link again. You'll come right back to the waiting room.

TIP

Closing a tab or app is not the same as it just sitting in the background. On a phone, swipe up and flick the window away so it fully closes before you reopen the link.

RESTART

16. Restarting the Whole Device

The next step up when closing the app isn't enough.

If reopening the visit didn't help, the next level is to restart the device itself — turn it all the way off, wait a few seconds, and turn it back on. This clears out the little tangles that build up and is well worth the two minutes.

- On most phones, hold the side button (sometimes with a volume button) until a power-off slider appears, then slide it.
- Wait until it's fully dark, count to ten, then turn it back on.
- Let it settle for a moment, then open your link and rejoin.
- If you have a few minutes before the visit, a fresh restart beforehand prevents a lot of trouble.

GOOD TO KNOW

If a restart feels like it'll make you late, don't panic — rejoin however you can, or let the office know by phone. They would much rather you call than miss the visit fighting a slow restart.

BATTERY

17. Watch the Battery

A dying phone can quietly throttle your video.

Video calls are hungry — they drain a battery faster than almost anything else a phone does. If your battery is low, the phone may dim the screen, slow itself down, or shut off mid-visit to protect itself, and a weak battery can make video stutter.

- Plug in before the visit, or sit next to the charger with the cord attached during it.
- If a low-battery or "power saving" message pops up, that mode can throttle video — plug in to clear it.
- A charging phone that's plugged in will comfortably outlast any visit.

WATCH OUT

Make "plug it in" the first thing on your visit-day checklist. A phone on the charger never dies in the middle of your appointment, and that's one less thing to think about.

POP-UP BLOCKED

18. The Window That Never Opens

Sometimes the visit is blocked before it starts.

Now and then you tap Join and nothing happens — no waiting room, no error, just the same page. A common cause on computers is a pop-up blocker quietly stopping the video window from opening. The visit is trying to start; something is holding the door.

- Look near the top of the browser for a small message about a blocked pop-up, and choose to allow it for this site.
- Try tapping the Join button once more; sometimes the second tap goes through after you allow it.
- If a different browser is handy, open the same link there — Chrome or Safari are safe choices.
- On a phone, this is rare; the link usually just opens.

GOOD TO KNOW

If the page shows an error about an "unsupported browser," that's the clue to copy your link into Chrome or Safari. The visit almost always works in one of those.

CAMERA IN USE

19. When Another App Is Hogging the Camera

Only one program can use the camera at a time.

Your camera can only talk to one app at a time. If another video or camera app is open in the background — a different video-chat program, the camera app itself, even an old call you never hung up — your visit may find the camera "busy" and show nothing.

- 1 Close any other app that uses the camera or a call — video chat, the camera app, a phone call on hold.
- 2 On a phone, swipe up and flick those windows away so they fully close.
- 3 Then reopen your visit link.
- 4 If a black screen remains, a restart (a few chapters back) clears a stuck camera.

TIP

Starting the visit on a freshly restarted phone, with nothing else open, sidesteps this entirely. It's the cleanest way to begin.

THE BACKUP

20. Your Backup Plan, Ready in Advance

The safety net that turns panic into a shrug.

Here's the thing that takes all the fear out of a video visit: a backup plan you set up before you ever tap Join. If the video simply won't work, you want to fall back to a plain phone call without scrambling. Two minutes of prep does it.

- Write the office's phone number on paper and set it right next to you — not buried in the phone you're using for video.
- Keep a second phone handy if you have one, so the office can reach you even while you fiddle with the first.
- Know that the office can see you're trying and will usually call if you don't appear.
- Tell the office in advance if you'd like a phone call as the fallback — many visits can switch to audio-only.

TIP

A sticky note with the office number stuck to the edge of your screen is the single most reassuring thing you can do. If all else fails, you dial, and the visit happens by voice.

AUDIO-ONLY

21. Audio-Only: The Reliable Fallback

Many visits can simply become a phone call.

Video is the goal, but it isn't the only way to see your doctor — figuratively speaking. Many telehealth visits can be done audio-only, meaning a plain phone call, when the video won't cooperate. For a lot of appointments, the doctor mainly needs to talk with you, and a voice call does that fine.

Medicare's telehealth rules currently allow audio-only visits in defined situations, and audio-only is a permanent option for mental-health and behavioral visits. The rules are set to run through the end of 2027; your office knows what applies to your visit, so ask.

GOOD TO KNOW

Ask the office ahead of time, "If the video won't work, can we just do this by phone?" Knowing the answer in advance means a video flop becomes a minor detour, not a cancelled appointment.

TEST RUN

22. The Pre-Visit Test Run

Five calm minutes the day before changes everything.

Almost every connection scare can be prevented by a quiet test run a day ahead, when there's no doctor waiting and no clock ticking. Many confirmation emails include a "test your device" or "device check" link for exactly this. If yours does, use it; if not, you can still rehearse the steps.

- 1 A day before, open the confirmation email or portal and find the device-check link, or just open the visit link to the waiting room.
- 2 Say Allow when it asks for camera and microphone.
- 3 Check that you can see yourself and that the sound bar moves when you talk.
- 4 Note anything that didn't work, and fix it now — not at visit time.

TIP

Do the test in the exact spot, on the exact device, you'll use for the real visit. A test from your comfy chair tells you nothing if you'll actually sit at the kitchen table where the Wi-Fi is weaker.

THE SETTING

23. A Good Spot to Sit

Where you sit quietly fixes half the problems.

The spot you choose does more work than you'd think. A good location heads off weak-signal freezes, dark pictures, and "I can't hear you" at the same time. You don't need a studio — just a few sensible choices.

- Pick a quiet room and close the door so the microphone isn't fighting a television.
- Face a window or a lamp so light falls on your face, not behind you — a bright window behind you turns you into a shadow.
- Sit near the Wi-Fi router for the steadiest signal.
- Prop the phone or tablet on a stack of books or a stand so you're not holding it — a steady picture is a calm picture.

GOOD TO KNOW

Resting the device on something instead of holding it also keeps the camera from shaking and frees your hands to take notes or hold a pill bottle up to show the doctor.

EARLY

24. Join Early, Breathe Easy

The ten-minute head start that erases the panic.

The simplest anti-panic trick is to join early. Most systems let you into the waiting room a good while before your scheduled time. Going in ten or fifteen minutes early turns any snag into a calm fix instead of a last-second scramble.

If the camera needs a permission, if the sound's off, if you're in the wrong browser — you find out with time to spare and the doctor none the wiser. By the time your appointment actually starts, everything's already working.

TIP

Set a reminder alarm for fifteen minutes before the visit, labeled "plug in and join." That little nudge is often the difference between a smooth visit and a frantic one.

THEY DROPPED

25. When the Doctor Disappears, Not You

Sometimes the hiccup is on their end.

Occasionally you're doing everything right and the doctor's picture freezes or vanishes. Connections wobble on their side too, and a busy clinic's internet has its own bad moments. This isn't your fault and usually isn't a lost visit.

- Stay put for a minute — they often pop right back in.
- If they don't, rejoin from your own link; you'll return to the waiting room and they'll find you.
- If there's a chat box, a quick note helps them know you're still there.
- If a few minutes pass with no sign of them, call the office number you kept handy.

GOOD TO KNOW

When in doubt, the phone call is always the reset button. "We got cut off, I'm still here" is a sentence the front desk hears all day and handles in a breath.

STUCK WAITING

26. If You're Stuck in the Waiting Room

When the holding screen never lets the doctor in.

The waiting room is normal — but if you've been there well past your appointment time with no sign of anyone, a gentle nudge is in order. Clinics run late like any office, so some waiting is expected; a long wait is worth a check.

- 1 Give it a reasonable wait first — ten minutes past the time isn't unusual at a busy practice.
- 2 Refresh the page or close and reopen your link, in case the waiting room itself got stuck.
- 3 Make sure you joined the right visit if you had more than one scheduled.
- 4 If you're still alone on the screen, call the office to confirm they can see you waiting.

WATCH OUT

Don't assume a long wait means you did something wrong. More often the doctor is running behind or a staff member needs to "admit" you. A quick call sorts it out either way.

HEADPHONES

27. Earbuds Can Rescue a Bad Call

A cheap trick for muffled or echoey sound.

If the sound is there but muddy, echoey, or hard to make out, a pair of wired earbuds or headphones can work wonders. They put the doctor's voice right in your ears and put the microphone closer to your mouth, cutting out room echo both ways.

- Wired earbuds are the simplest — plug them in before you join so the visit uses them from the start.
- If you use hearing aids, ask whether they can connect to the phone; many newer ones can stream the call straight in.
- Plug in before the visit, not during — switching mid-call can briefly drop the sound.

TIP

If you wear hearing aids and aren't sure how to pair them, that's exactly the kind of thing worth sorting out before the visit. Bring it up with me or whoever helps you — it makes every call clearer, not just this one.

ONE SCREEN

28. Use One Device, Not Three

Spreading across gadgets invites confusion.

When a visit won't connect, a natural instinct is to grab a second gadget and try that one too. Resist it in the moment. Having the visit open on the phone and the tablet and the laptop at once can cause echo, split sound, and "the doctor's on the other screen" confusion.

Pick the one device you trust most — usually the one you tested the day before — and give it your full attention. If it truly won't work, fully close the visit there before opening it somewhere else, so you're only ever in the room from one place.

GOOD TO KNOW

If you do switch devices, close the visit completely on the first one. Two live windows feeding back on each other is a common cause of that awful screeching echo.

IS IT PRIVATE

29. Is This Video Call Private?

A fair worry, with a reassuring answer.

People often hesitate at a video visit because they wonder who else can see or hear it. It's a sensible question. The video tools your doctor's office uses for real visits are the medical kind, protected by the same privacy rules as the rest of your medical care — not a casual public chat line.

- Join from the official link, not a stranger's invitation, and you're in your clinic's protected system.
- Do the visit somewhere private so no one in the room overhears what you'd rather keep to yourself.
- You can ask the office what video service they use and how it protects your privacy; they're used to the question.

WATCH OUT

If anyone contacts you out of the blue with a "video visit link" you weren't expecting, or asks for your Medicare number or a payment to connect, stop. Real visits come through your own office, never a surprise caller.

THEIR VIEW

30. What the Office Sees on Their Side

You're less alone in this than it feels.

When you're staring at a frozen screen, it feels like you're on your own. You're not. On their end, the office often has a list of who's checked in and who's still in the waiting room, so they can usually tell you're there and trying even before you say a word.

That's why calling the office works so well when the video fails. They can look up your visit, see where it's stuck, and either walk you through a fix or simply switch to a phone call. You and the office are solving the same small problem together.

GOOD TO KNOW

Telling the office exactly what you see — "black screen," "stuck in the waiting room," "I can't hear you" — helps them help you fast. Those plain words are all the technical detail they need.

FOR THE HELPER

31. A Note for the Family Helper

If you're getting a parent ready from near or far.

If you're the one helping a parent or spouse through a video visit, your goal is a setup they can run mostly alone, with you as backup. The visit itself is private between them and the doctor, so the best help happens before it starts.

- Do the test run together the day before, on the real device, in the real spot.
- Write the office number on paper and leave it by their chair, plus your own number.
- Plug the device in and leave it charging, so a dead battery can't derail things.
- Agree on how they'll reach you if it goes sideways — a quick phone call to you while you talk them through it.

TIP

If you help from a distance, there's a companion guide in this series on getting proxy access to a parent's patient portal, which can let you line up the visit link for them ahead of time.

QUESTIONS

32. Common Worries, Answered

The things people actually ask me.

"If it won't connect, did I lose the appointment?" Almost never. The office can call you, and a dropped video is a known, everyday hiccup — not a no-show.

"Will the doctor be annoyed that I'm fumbling?" No. They see connection snags constantly and would far rather spend a minute getting you on than have you miss care over a screen.

"Do I need to be good with technology?" Not really. Tap the link, say Allow, and keep a phone nearby. Everything else in this guide is just the what-if list.

"What if I freeze up and can't remember any of this?" Then you call the office. The phone is always the safe exit, and there's no shame in using it.

MYTHS

33. A Few Myths, Cleared Up

What a connection problem is — and isn't.

"A failed connection means I missed my visit." No. It means the video is being fussy. The visit can almost always still happen, often by phone.

"Allowing the camera lets people spy on me." No. It lets one medical visit use your camera for that one call, and the light goes off when you hang up.

"I need special equipment." No. The phone or tablet you already have is plenty. No fancy webcam required.

"If it froze once, it'll never work." No. A freeze is a moment, not a verdict. Rejoin, and it usually comes right back.

SAFETY

34. When to Stop Fiddling and Call

The technology is never worth your health.

This is the most important page in the guide, so I'll say it plainly. If you feel truly unwell — chest pain, trouble breathing, signs of a stroke, or a deep sense that something is seriously wrong — do not sit there fighting a frozen screen. Put the device down and call for help.

WATCH OUT

A video visit is a convenience, not an emergency line. For anything urgent, call your doctor's office directly, and call 911 for a true emergency. Never let a connection problem delay care you need right now.

EVERY TIME

35. If It Happens Every Single Time

A pattern of failures points to one root cause.

One bad connection is a glitch. The same failure every visit is a pattern, and patterns have a root cause worth chasing down once so you never fight it again. Usually it's the home internet, an out-of-date app or browser, or a permission that keeps resetting.

- If it's always frozen or choppy, the home internet is the prime suspect — worth testing or asking your provider about.
- If the camera or sound never works, a permission or an old app version is likely; update the app and recheck the settings.
- If a specific device always fails, try your visits on a different one you trust.
- Write down what you did that finally worked, so next time is a two-minute setup.

TIP

A recurring problem is exactly the kind of thing I'm glad to sit down and sort out with you once. We find the real cause, fix it together, and then your visits just work from then on.

YOU'RE NOT ALONE

36. You Don't Have to Do This Alone

A friendly, patient person is one call away.

I hope this guide made video visits feel a little less daunting and a lot more doable. Keep it in a drawer with your other home papers, come back to a page whenever you need it, and don't worry about memorizing anything. Nobody expects you to.

When you'd rather have a hand, that's exactly what I do. I come to your home, work at your pace, and never make you feel rushed or silly for asking. A first visit is a flat ninety-nine dollars, and for the parts that don't need me on-site I can often help right on your screen for less. Every visit comes with a 30-day, come-back-free guarantee.

I'm a patient tech helper — not a doctor, nurse, or your insurance company — so I stick to the technology: the apps, the logins, the cameras, the gadgets and getting them talking to each other. Anything about your health, your medicines, or what a number means, I'll always point you back to your doctor or nurse.

GOOD TO KNOW

When you call, I answer — or Sophie, my friendly AI helper, takes a message so nothing gets lost. Sophie isn't a runaround; she's just making sure I call you back.

TIP

Call or text me at (330) 200-8042, or visit BillsHomeTech.com. Serving Atwater and all of Portage County, with 30+ years of patient, plain-English tech help. If you're ever not 100% happy with a visit, I'll make it right or refund it. That's a promise. — Bill

CHEAT SHEET

Everyday Cheat Sheet

Keep this by the device you'll use for the visit.

- Join from the official link — the portal button or the appointment email or text.
- Tap Allow when it asks for the camera and microphone.
- A "waiting room" screen is normal — just wait; the doctor joins you.
- Black screen or no sound? Turn the volume up, check the mute and camera buttons, then close and reopen the link.
- Frozen or choppy? Move closer to the Wi-Fi, or switch off Wi-Fi to use cellular, then rejoin.
- Plug in the device, and join ten minutes early so snags are calm, not frantic.
- Keep the office number on paper beside you — a dropped video is not a missed visit; many can switch to a phone call.
- Feeling truly unwell? Stop fiddling — call the office, or 911 in an emergency.

AT A GLANCE

A Picture to Follow Along

The Smooth Way In

From the reminder to the doctor's face — the order that works.

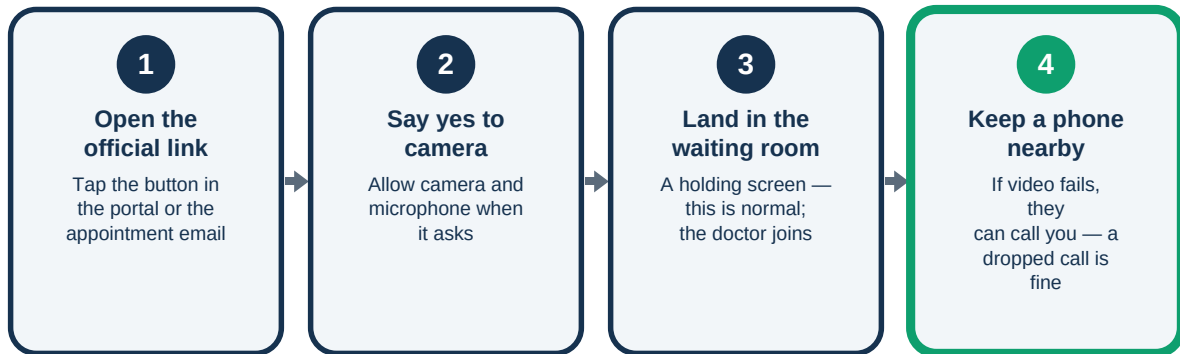


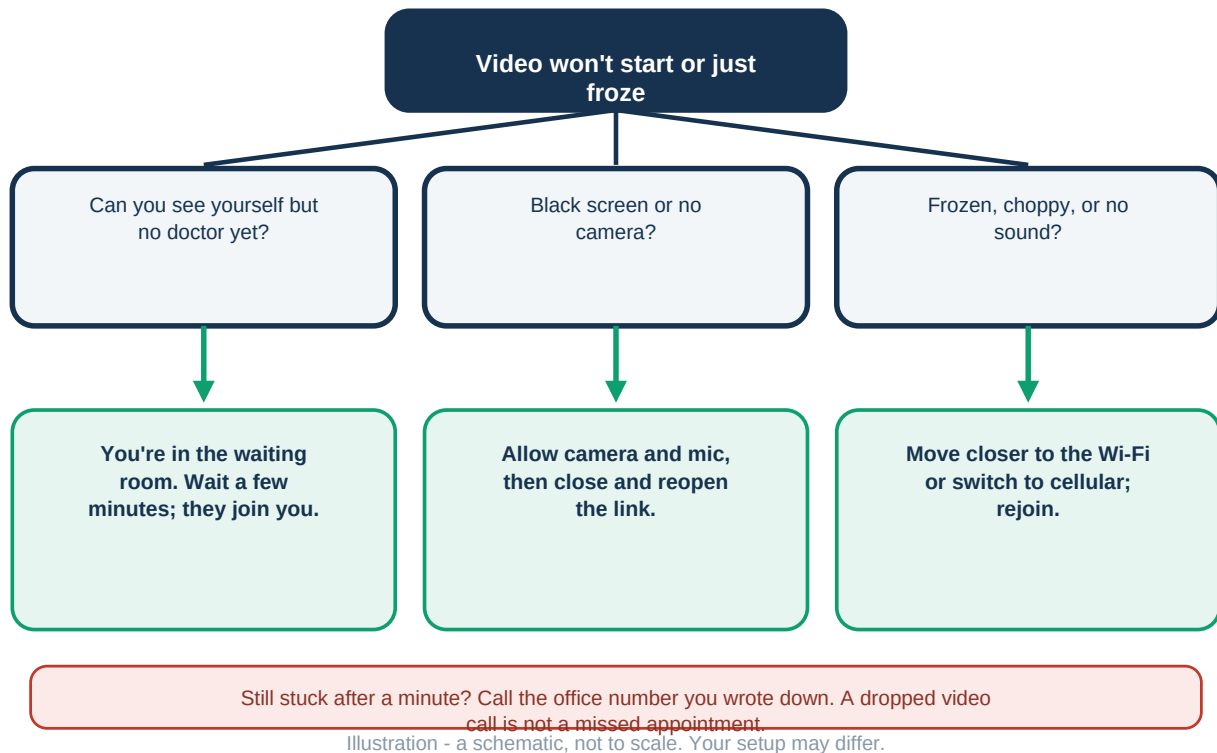
Illustration - a schematic, not to scale. Your setup may differ.

AT A GLANCE

A Second Look

The Screen Won't Cooperate

Work down this list — most visits are back in a minute or two.



BEFORE YOU GO

A Note From Bill

A quick note from Bill. I write these guides to make home tech a little less frustrating, and I do my best to keep every step accurate and up to date. Still, every home, device, and setup is a bit different, so I can't promise a guide will match yours exactly or fix your particular problem. These guides are for general information only — they're not professional, legal, or financial advice, and they don't replace your device's own manual or the manufacturer's instructions. Please go slow, use your own good judgment, and use everything here at your own risk. If a step involves electrical wiring, a gas appliance, a water heater, plumbing, or climbing a ladder — or if anything just doesn't feel safe — please stop and call a licensed professional (or give me a call at 330-200-8042). Bill's Home Tech and Bill Davis can't be responsible for any damage, data loss, or injury that results.



HOW I CAN HELP

Your Visit — and My Promise

In-home visit — \$99 flat for your first visit. No contracts and no surprise charges, and a 30-day follow-up is included.

Remote Support — \$49 for a screen-share session. I only connect with your permission, you watch the whole time, and you can end anytime. If I can't fix it over the screen-share, I refund the \$49 — and if it turns out you need me in person, that \$49 goes toward your visit. It's included free for Support Plan members (\$39/mo).

GOOD TO KNOW

My promise — If you're not 100% satisfied with your visit, I'll come back at no charge, or refund the full \$99. No questions, no awkwardness. That's how I'd want to be treated.

Call or text **(330) 200-8042** · Book a visit: **billshometech.com/book** · **bill@billshometech.com**

This free guide is for general information only — not professional advice, and no substitute for your device's own manual. Any prices or outside products mentioned can change; please confirm current details before you buy. Please use your own good judgment and follow it at your own risk — for anything involving electricity, gas, water, or heights, stop and call a licensed professional. Bill's Home Tech and Bill Davis can't be responsible for any damage, data loss, or injury that results. © 2026 Bill's Home Tech, LLC.