OPTUM®

TROUBLESHOOTING GUIDE FOR virtual visits CONNECTIVITY

If you experience any <u>technical issues</u> call our Product Support Team at **844-386-7357**.

For <u>all other issues</u>, such as verification of benefits and eligibility, prior authorization requirement, and claim status inquiries, please visit **providerexpress.com**. You may also contact your Network Manager or call our Provider Service Line at **877-614-0484**.

What web browsers do you support?
We currently support the latest versions of Chrome and Firefox.

What mobile devices and/or operating systems do you support?
- We currently support Android and iOS enabled tablet devices. Smartphone support is coming soon in a later release
- For Android, you must have Android 4.0.3 or newer to install our app
- For iOS, you must have iOS 6 or 7 installed

How can I check what version of Android or iOS I am running?
Android Instructions:
1) Go to SETTINGS
2) Select ABOUT PHONE (typically at the bottom)
3) The version of Android your device is running will be displayed next to ANDROID VERSION

iOS Instructions:
1) Go to SETTINGS
2) Select GENERAL
3) Select ABOUT
4) The version of iOS your device is running will be displayed next to VERSION

My connection isn't very good. What can I do?
If you have not enabled Wi-Fi, then we strongly recommend you do so. This can greatly improve the speed of your connection and quality of your experience. However, if you do not have access to Wi-Fi, then you can simply switch to "audio only" when connected with a Doctor. You can enable Wi-Fi on most phones by going to SETTINGS and then selecting Wi-Fi.

Download speed is how fast information can be transferred to you. It affects things like how long it takes to download large files or display webpages with lots of images. Download speed is measured in megabits per second (Mbps).

Upload speed is how fast information can be transferred from you. It affects things like how long it takes to post pictures to social media. Upload speed is measured in megabits per second (Mbps).

Both parties must have bandwidth speeds of at least 3 Mbps upload and download in order for the video and audio to function properly. Above 5 Mbps upload and download is suggested for best quality.

Latency measures how quickly you get a response from the server. Low response times are important for real-time apps, like video calls and online gaming. Latency is measured in milliseconds (ms).

What can I do if I can't see anyone?

The virtual visits experience requires functioning microphones and video cameras. If parties cannot see each other (grey or black screen where they should see the other party), first check that can see yourself. If you can't see yourself in the small screen, then it means that the camera is not set up properly or browser permissions have not been granted.

What if I can't hear anyone?

If parties cannot hear each other at all, i.e., it is silent when the other attempts to speak, it means that there is something wrong with either a) one party's speakers and/or b) one party's microphone. Make sure that both microphones are functioning by visiting this site: **https://www.onlinemictest.com/**