



nbn™ telehealth video conferencing connectivity guide

Optimise your telehealth video conferencing performance with this troubleshooting guide.



This guide is designed to help you troubleshoot connection issues you may have when delivering a telehealth consultation over the nbn™ network.

Included in this guide are some of the common issues that may happen when you are video conferencing, and the steps you can take to improve your nbn™ experience.

Start >

This is general advice only. For any urgent issues please contact your internet provider or IT support.

nbn would like to acknowledge the Traditional Custodians of the land, sea and skies and pay our respects to the Elders, both past, present and future.

Are you experiencing any of the following during a video conference or telehealth consultation?

Select an issue from the checklist below.



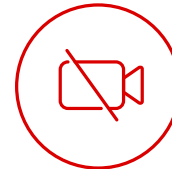
My internet speed is slow



My video freezes or lags



My video drops out



My video doesn't work at all



My sound drops out or lags



I can't hear others



Others can't hear me

About the **nbn**TM connection box [↗](#)



My internet connection and speed are slow

Some common causes may be:

- Wi-Fi connection.
- Set up of some applications or software e.g. Virtual Private Network (VPN).
- The devices you're using to connect to the internet.
- Your current plan with your internet provider.

Try these troubleshooting tips

1 Restart your devices

Firstly, restart all the devices needed to connect to the internet. This includes your computer, mobile device, Wi-Fi equipment, modem/router and for some connections, the [nbn™ connection box](#).

2 Disconnect, then reconnect the power

Restart the [nbn™ connection box](#) by disconnecting the power cord for 10 seconds and then reconnect. This may take a few minutes.

3 Check the strength of your Wi-Fi connection

If your Wi-Fi is problematic, you can move to an area that seems to provide a more stable connection. You could move closer to the modem/router supplied by you or your internet provider. Another option is to use an Ethernet cable to connect directly from your computer to the modem/router.

4 Check your usage

Check if there are any other applications or devices using the **nbn™** connection and consider disconnecting any devices that don't need to be connected.

5 Check your plan

Your internet provider may have a data quota with your current plan. It is possible you may have exceeded your current data quota.

If you have completed the above steps and you are still experiencing issues, please contact your internet provider.

On the next page is a checklist of information to have ready for your internet provider 

We recommend that you have the following information ready before contacting your internet provider

- The address that is experiencing the issue (including building, unit or street number, street name, suburb or town).
- nbn**TM connection box ID number.
[Find out how to locate the ID number.](#)
- nbn**TM connection box light status.
What colour are the lights on your **nbn**TM connection box and are they flashing or a solid colour?
[Find out more about light status.](#)
- Speed and latency results of the main device you use for video conferencing.
To see your current connection speed and latency, you can conduct an easy online test. Type, for example, speedtest.net (or fast.com for **nbn**TM Sky MusterTM satellite connections) into your preferred internet browser and you will see the test results.
- Speed and latency results of other devices using the same internet connection.
Using the above online tests, you can also compare speed and performance on the other devices you use (like your laptop, smartphone or tablet) to see if there are issues.
- Is there a particular time of day when you have problems with your **nbn**TM connection?
- Are there particular weather conditions when you experience issues?
- Are you using a Virtual Private Network (VPN)?
- How many people at your premises are connected to the **nbn**TM network at the same time?
- Are you experiencing any other connection issues when using the internet?

Some questions you can ask your internet provider

- Ask if there is an **nbn**TM powered plan better suited to your needs.



My video freezes or lags

Some common causes may be:

- Video conferencing platform or software issues.
- Wi-Fi connection.
- Set up of some applications or software e.g. Virtual Private Network (VPN).
- The devices you're using to connect to the internet.
- Your current plan with your internet provider.

Try these troubleshooting tips

1 Restart your devices

Firstly, restart all the devices needed to connect to the internet. This includes your computer, mobile device, Wi-Fi equipment, modem/router and the [nbn™ connection box](#).

2 Disconnect, then reconnect the power

Restart the [nbn™ connection box](#) by disconnecting the power cord for 10 seconds and then reconnect. This may take a few minutes.

3 Check the settings on your video conferencing platform or software

Go to the software settings on the device you're using and check if the settings for video conferencing are optimised for what you need.

4 Check the strength of your Wi-Fi connection

If your Wi-Fi is problematic, you can move to an area that seems to provide a more stable connection. You could move closer to the modem/router supplied by you or your internet provider. Another option is to use an Ethernet cable to connect directly from your computer to the modem/router.

5 Check your usage

Check if there are any other applications or devices using the **nbn™** connection and consider disconnecting any devices that don't need to be connected.

6 Check your plan

Your internet provider may have a data quota with your current plan. It is possible you may have exceeded your current data quota.

If you have completed the above steps and you are still experiencing issues, please contact your internet provider.

On the next page is a checklist of information to have ready for your internet provider 

We recommend that you have the following information ready before contacting your internet provider

- The address that is experiencing the issue (including building, unit or street number, street name, suburb or town).

- nbn**TM connection box ID number.

[Find out how to locate the ID number.](#)

- nbn**TM connection box light status. What colour are the lights on your **nbn**TM connection box and are they flashing or a solid colour?

[Find out more about light status.](#)

- Speed and latency results of the main device you use for video conferencing.

To see your current connection speed and latency, you can conduct an easy online test. Type, for example, speedtest.net (or fast.com for **nbn**TM Sky MusterTM connections) into your preferred internet browser and you will see the test results.

- Speed and latency results of other devices using the same internet connection.

Using the above online tests, you can also compare speed and performance on the other devices you use (like your laptop, smartphone or tablet) to see if there are issues.

- Is there a particular time of day when you have problems with your connection?

- Are there particular weather conditions when you experience issues?

- Are you using a Virtual Private Network (VPN)?

- How many people at your premises are using the internet at the same time?

- Are you experiencing any other connection issues when using the internet?

Some questions you can ask your internet provider

- Ask if there is an **nbn**TM powered plan better suited to your needs.



My video drops out

Some common causes may be:

- Wi-Fi connection.
- Set up of some applications or software e.g. Virtual Private Network (VPN).
- The devices you're using to connect to the internet.
- Your current plan with your internet provider.

Try these troubleshooting tips


- 1 Restart your devices**

Firstly, restart all the devices needed to connect to the internet. This includes your computer, mobile device, Wi-Fi equipment, modem/router and the [nbn™ connection box](#).
- 2 Disconnect, then reconnect the power**

Restart the [nbn™ connection box](#) by disconnecting the power cord for 10 seconds and then reconnect. This may take a few minutes.
- 3 Check your web camera (if you are using an external camera)**

Check if the web camera is plugged in securely. Check if the web browser is using the correct camera by clicking on the camera settings in your web browser; and checking access and whether the preferred camera is selected.
- 4 Check if any other software or application is using the camera**

Close any other video conferencing programs that are open or running. This may also require you to restart your computer.
- 5 Check your security or firewall settings**

Make sure your firewall settings allow access to video streaming.
- 6 Check the strength of your Wi-Fi connection **

If your Wi-Fi is problematic, you can move to an area that seems to provide a more stable connection. You could move closer to the modem/router supplied by you or your internet provider. Another option is to use an Ethernet cable to connect directly from your computer to the modem/router.
- 7 Check your usage**

Check if there are any other applications or devices using the **nbn™** connection and consider disconnecting any devices that don't need to be connected.
- 8 Check your plan**

Your internet provider may have a data quota with your current plan. It is possible you may have exceeded your current data quota.

If you have completed the above steps and you are still experiencing issues, please contact your internet provider.

On the next page is a checklist of information to have ready for your internet provider 

We recommend that you have the following information ready before contacting your internet provider

- The address that is experiencing the issue (including building, unit or street number, street name, suburb or town).
- nbn**TM connection box ID number.
[Find out how to locate the ID number.](#)
- nbn**TM connection box light status. What colour are the lights on your **nbn**TM connection box and are they flashing or a solid colour?

[Find out more about light status.](#)

- Speed and latency results of the main device you use for video conferencing.

To see your current connection speed and latency, you can conduct an easy online test. Type, for example, speedtest.net (or fast.com for **nbn**TM Sky MusterTM connections) into your preferred internet browser and you will see the test results.

- Speed and latency results of other devices using the same internet connection.

Using the above online tests, you can also compare speed and performance on the other devices you use (like your laptop, smartphone or tablet) to see if there are issues.

- Is there a particular time of day when you have problems with your connection?
- Are there particular weather conditions when you experience issues?
- Are you using a Virtual Private Network (VPN)?
- How many people at your premises are using the internet at the same time?
- Are you experiencing any other connection issues when using the internet?

Some questions you can ask your internet provider

- Ask if there is an **nbn**TM powered plan better suited to your needs.





My video doesn't work at all

Some common causes may be:





- Video, speaker or headset issues.
- Wi-Fi connection.
- Set up of some applications or software e.g. Virtual Private Network (VPN).
- The devices you're using to connect to the internet.

Try these troubleshooting tips

1 Check your hardware

- Make sure your microphone, camera, and speakers are plugged into your computer and turned on (e.g. your microphone is not on mute).
 - If you connect any of your hardware using a USB, you may need to install software from the device manufacturer.
- Ensure other programs on your computer aren't using your microphone, camera, or speakers.
- Make sure you've turned on the microphone  or camera .

2 Check your settings

- Click Settings .
- Make sure the correct device is selected for each setting:
 - Camera : If your camera is working, you'll see your video.
 - Microphone : To test your microphone, speak out loud and ask if the other person can hear you.
 - Speakers : To test your speakers, use the test function in settings if available.

3 Restart computer and then restart your video call

- Exit the video call.
- Restart your computer.
- Re-join the video call.

4 Ask the other person to troubleshoot

If you can't see or hear the other person, ask them to try the steps above.

If you have completed the above steps and you are still experiencing issues, please contact your internet provider.



My sound drops out or lags


Some common causes may be:

- Wi-Fi connection.
- Set up of some applications or software e.g. Virtual Private Network (VPN).
- The devices you're using to connect to the internet.
- Your current plan with your internet provider.

Try these troubleshooting tips

- 1 Restart your devices**

Firstly, restart all the devices needed to connect to the internet. This includes your computer, mobile device, Wi-Fi equipment, modem/router and the [nbn™ connection box](#).
- 2 Disconnect, then reconnect the power**

Restart the [nbn™ connection box](#) by disconnecting the power cord for 10 seconds and then reconnect. This may take a few minutes.
- 3 Check the strength of your Wi-Fi connection** 

If your Wi-Fi is problematic, you can move to an area that seems to provide a more stable connection. You could move closer to the modem/router supplied by you or your internet provider. Another option is to use an Ethernet cable to connect directly from your computer to the modem/router.
- 4 Check your usage**

Check if there are any other applications or devices using the **nbn™** connection and consider disconnecting any devices that don't need to be connected at that time.
- 5 Check your plan**

Your internet provider may have a data quota with your current plan. It is possible you may have exceeded your current data quota.

If you have completed the above steps and you are still experiencing issues, please contact your internet provider.

[On the next page is a checklist of information to have ready for your internet provider](#) 

We recommend that you have the following information ready before contacting your internet provider

- The address that is experiencing the issue (including building, unit or street number, street name, suburb or town).

- nbn**TM connection box ID number.

[Find out how to locate the ID number.](#)

- nbn**TM connection box light status. What colour are the lights on your **nbn**TM connection box and are they flashing or a solid colour?

[Find out more about light status.](#)

- Speed and latency results of the main device you use for video conferencing.

To see your current connection speed and latency, you can conduct an easy online test. Type for example, speedtest.net (or fast.com for **nbn**TM Sky MusterTM connections) into your preferred internet browser and you will see the test results.

- Speed and latency results of other devices using the same internet connection.

Using the above online tests, you can also compare speed and performance on the other devices you use (like your laptop, smartphone or tablet) to see if there are issues.

- Is there a particular time of day when you have problems with your connection?

- Are there particular weather conditions when you experience issues?

- Are you using a Virtual Private Network (VPN)?

- How many people at your premises are using the internet at the same time?

- Are you experiencing any other connection issues when using the internet?

Some questions you can ask your internet provider

- Ask if there is an **nbn**TM powered plan better suited to your needs.




I can't hear others

Some common causes may be:




- Video, speaker or headset issues.
- Wi-Fi connection.
- Set up of some applications or software e.g. Virtual Private Network (VPN).
- The devices you're using to connect to the internet.

Try these troubleshooting tips

1 Check your hardware

- Make sure your microphone and speakers are plugged into your computer and turned on (e.g. your microphone is not on mute).
 - If you connect any of your hardware using a USB, you may need to install software from the device manufacturer.
- Ensure other programs on your computer aren't using your microphone or speakers.
- Make sure you've turned on the microphone .

2 Check your settings

- Click Settings .
- Make sure the correct device is selected for each setting:
 - Microphone : To test your microphone, speak out loud and ask if the other person can hear you.
 - Speakers : To test your speakers, use the test function in settings if available.

3 Restart computer and then restart your video call

- Exit the video call.
- Restart your computer.
- Re-join the video call.

4 Ask the other person to troubleshoot

If you can't hear the other person, ask them to try the steps above.

If you have completed the above steps and you are still experiencing issues, please contact your internet provider.




Others can't hear me

Some common causes may be:




- Video, speaker or headset issues.
- Wi-Fi connection.
- Set up of some applications or software e.g. Virtual Private Network (VPN).
- The devices you're using to connect to the internet.

Try these troubleshooting tips

1 Check your hardware

- Make sure your microphone and speakers are plugged into your computer and turned on (e.g. your microphone is not on mute).
 - If you connect any of your hardware using a USB, you may need to install software from the device manufacturer.
- Ensure other programs on your computer aren't using your microphone or speakers.
- Make sure you've turned on the microphone .

2 Check your settings

- Click Settings .
- Make sure the correct device is selected for each setting:
 - Microphone : To test your microphone, speak out loud and ask if the other person can hear you.
 - Speakers : To test your speakers, use the test function in settings if available.

3 Restart computer and then restart your video call

- Exit the video call.
- Restart your computer.
- Re-join the video call.

4 Ask the other person to troubleshoot

If you can't hear the other person, ask them to try the steps above.

If you have completed the above steps and you are still experiencing issues, please contact your internet provider.

About the **nbn**[™] connection box

Most **nbn**[™] connections have an **nbn**[™] connection box. There are some different **nbn**[™] connection boxes that are dependent on the different technology types.

To help with the identification of your connection type, or you are unsure of the connection type at your premises, you can check your address at nbn.com.au/check. Here you will be able to identify your premises' connection box information.

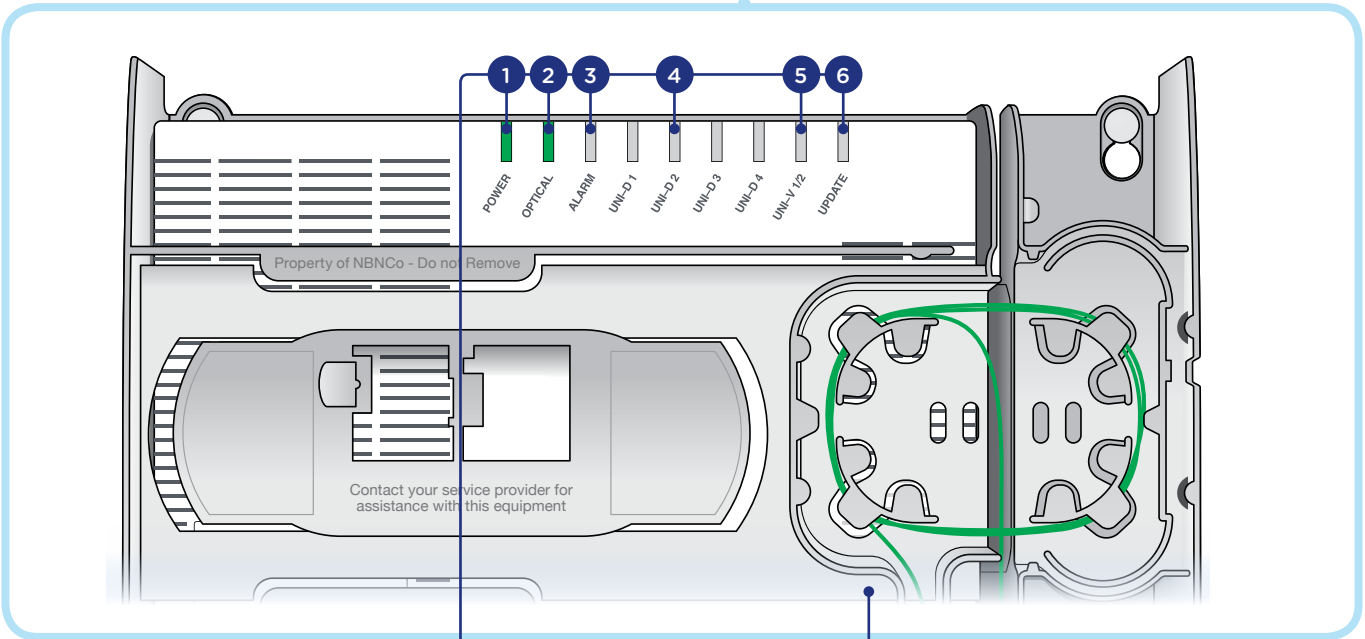
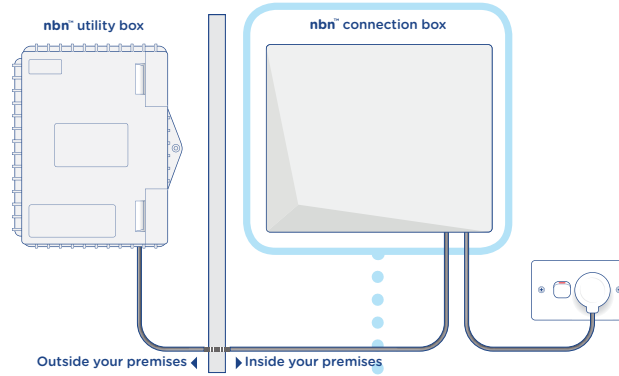
This section shows how to identify where the ID number and status lights are located on your **nbn**[™] connection box. We recommend you have this information prior to contacting your internet provider.

Connection type

nbn [™] Fibre to the Node (FTTN)	This technology does not have an nbn [™] connection box.
nbn [™] Fibre to the Building (FTTB)	This technology does not have an nbn [™] connection box.
nbn [™] Fibre to the Premises (FTTP)	Find out more >
nbn [™] Fibre to the Curb (FTTC)	Find out more >
nbn [™] Hybrid Fibre Coaxial (HFC)	Find out more >
nbn [™] Fixed Wireless	Find out more >
nbn [™] Sky Muster [™] and Sky Muster [™] Plus satellite	Find out more >

Fibre to the Premises (FTTP)

How to remove the hard plastic cover: the nbn™ connection box should be located within a hard plastic removable cover unless it is an older model. You may need to remove this cover to check for the ID numbers. If you do need to remove the cover, pull back firmly from the bottom of the cover until you hear the cover unclip from the device. Please reinstall the cover once you have the ID number by lining it back up and pressing firmly on the top until you hear it click back into place.



nbn™ connection box lights

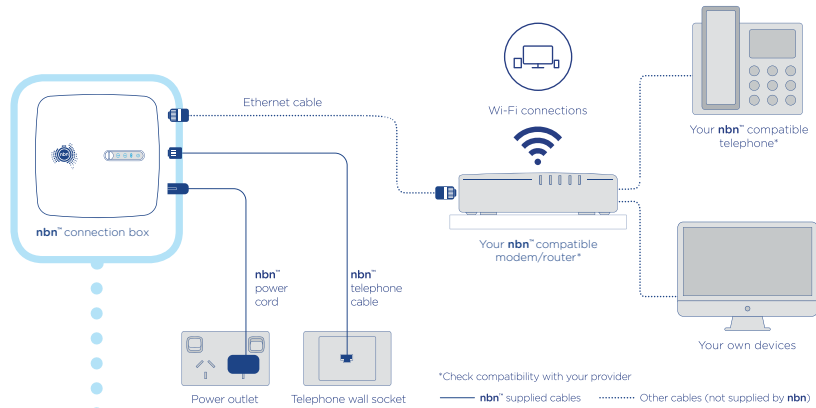
1 Power	Grey	Red	Green	Flashing Green
2 Optical	Grey	Red	Green	Flashing Green
3 Alarm	Grey	Red	Green	
4 Data	Grey	Orange	Flashing Orange	Flashing Green
5 Voice	Grey	Green	Flashing Green	
6 Update	Grey	Red	Green	

nbn™ connection box ID numbers

There are two important numbers to give your internet provider. Both can be found on a white label on the front of the nbn™ connection box under the removable hard plastic cover. On some boxes, this information may be on the bottom.

1. Serial number which begins with S/N
2. MAC ID which includes numbers and letters. For example, 00:01:AB:01:02:03.

Fibre to the Curb (FTTC)



nbn™ connection box lights

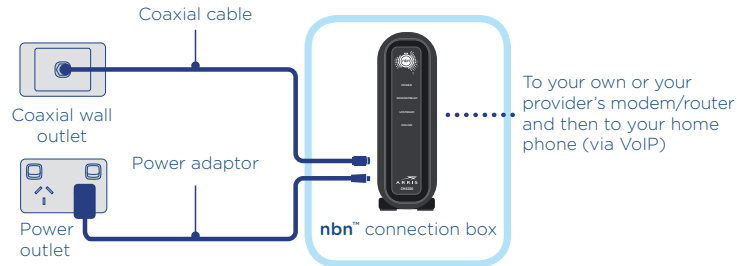
Power	
Connection	
DSL	
LAN	

nbn™ connection box ID numbers

There are two important numbers to give your internet provider. Both can be found on a white label on the bottom of the box.

1. Serial number which begins with S/N
2. MAC ID which includes numbers and letters. For example, 00:01:AB:01:02:03.

Hybrid Fibre Coaxial (HFC)



Note: Setup may vary slightly from what is shown here for installations with a pay TV service. Visit nbn.com.au/HFC to find out more.



nbn™ connection box lights

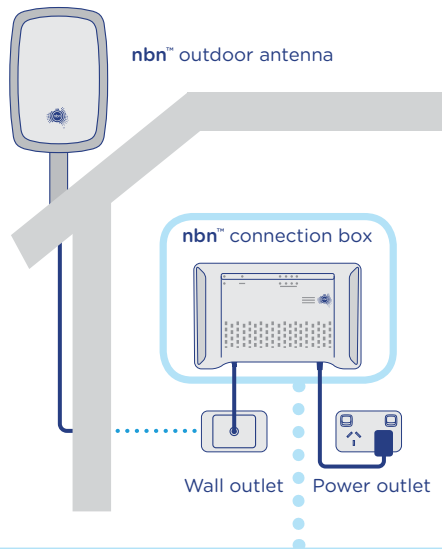
Power	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	FLASHING
Downstream	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	FLASHING
Upstream	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	FLASHING
Online	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	FLASHING

nbn™ connection box ID numbers

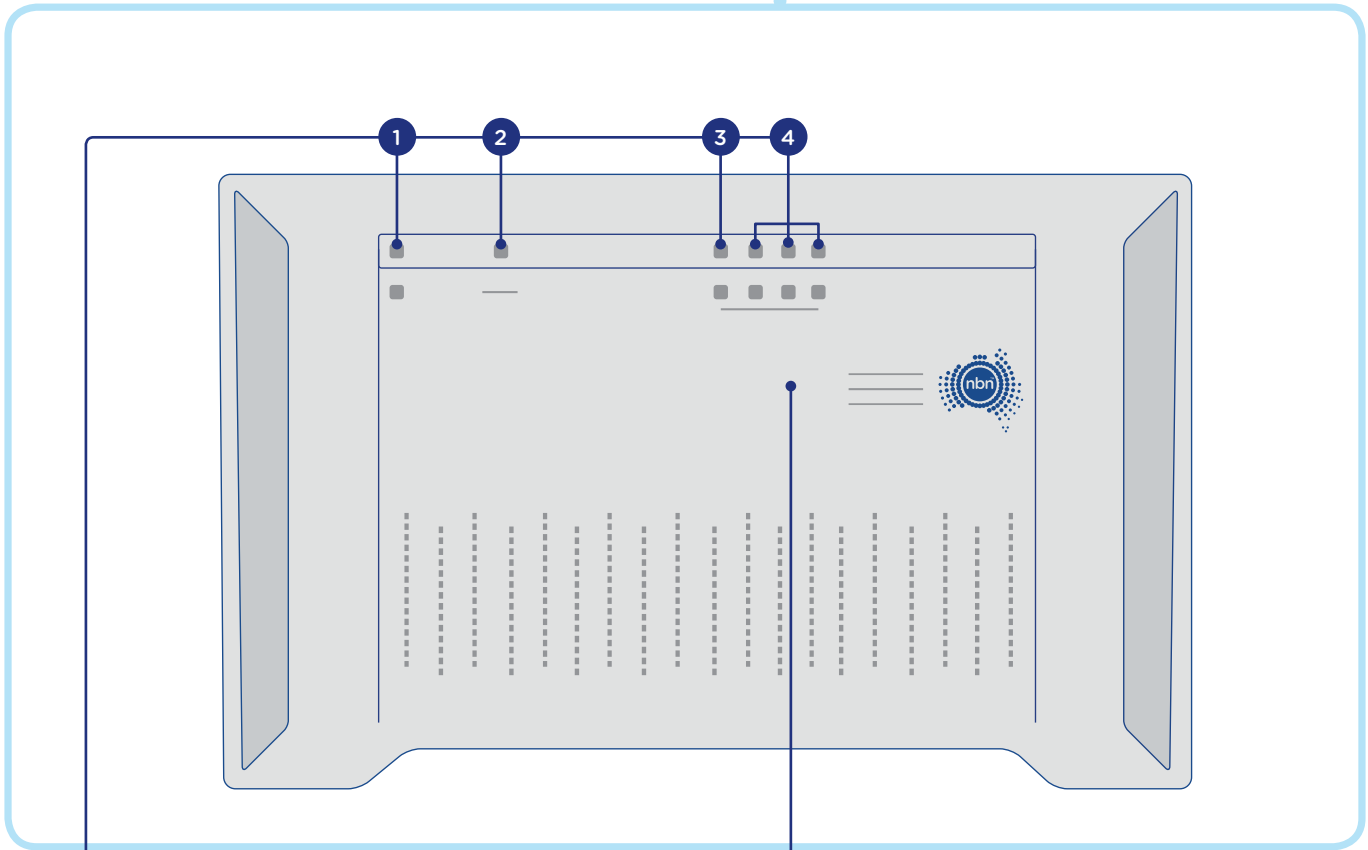
There are two important numbers to give your internet provider. Both can be found on a white label on the bottom of the box.

1. Serial number which begins with S/N
2. MAC ID which includes numbers and letters. For example, 00:01:AB:01:02:03.

nbn™ Fixed Wireless



Note: nbn™ outdoor antenna may vary in appearance.



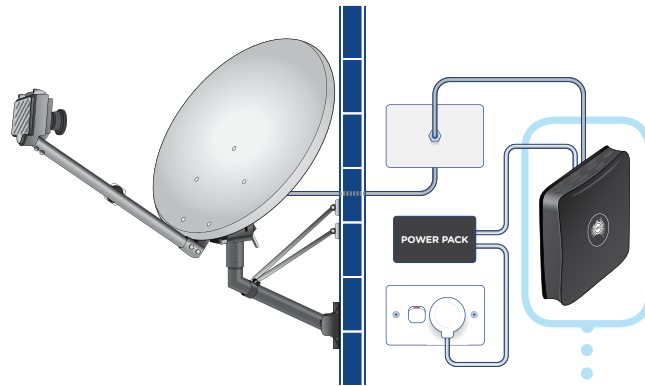
nbn™ connection box lights

- 1 Power
- 2 Status
- 3 Outdoor unit
- 4 Signal

nbn™ connection box ID numbers

There is an important number to give your internet provider. This can be found on a white label and will start with NTD.

nbn™ Sky Muster™ or nbn™ Sky Muster™ Plus Satellite



nbn™ connection box lights



nbn™ connection box ID numbers

There is an important number to give your internet provider. This can be found on a white label and will start with NTD.