

Instructions for Android Devices:

Android phones and tablets

Performing a Hardware Check Before Connecting to the Appointment:

Please check your device's settings to ensure you can connect to the appointment.

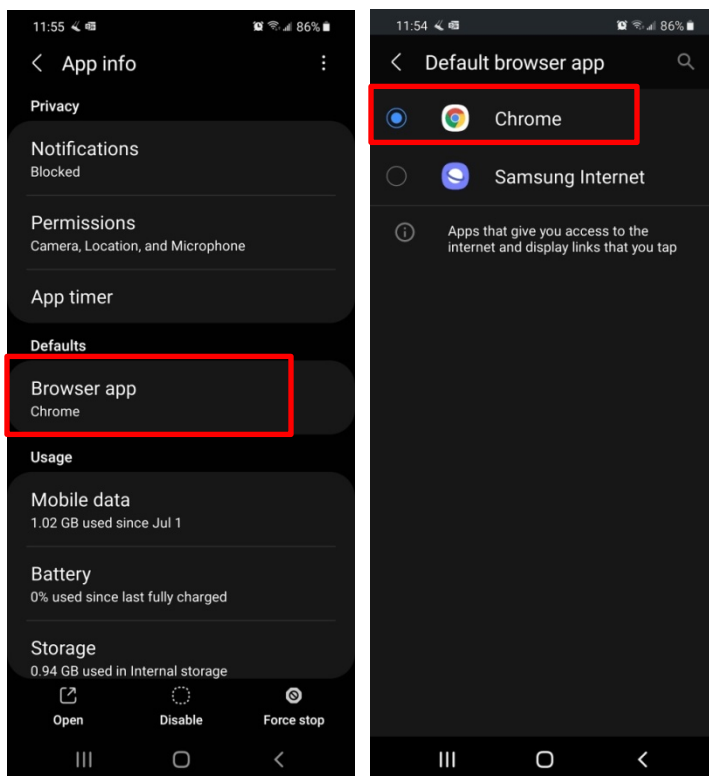
Default Browser

To use the Epic Telehealth platform, you must set Chrome as the default browser on your device:

- Chrome – set this as your default
- Samsung internet will not work with the Epic Video product; you must set Chrome as default

If you do not have Chrome set as the default browser, you will not be able to connect. If you do not have Chrome installed on your device, go to the Play Store and download it from there.

To set the default browser, navigate to **Settings** on your device > select **Apps** > select **Browser App** > select **Chrome** as the default browser.



Camera and Microphone Settings

You need to allow access to the camera and microphone in order to join the visit, otherwise the hardware check will fail and you will not be able to connect.

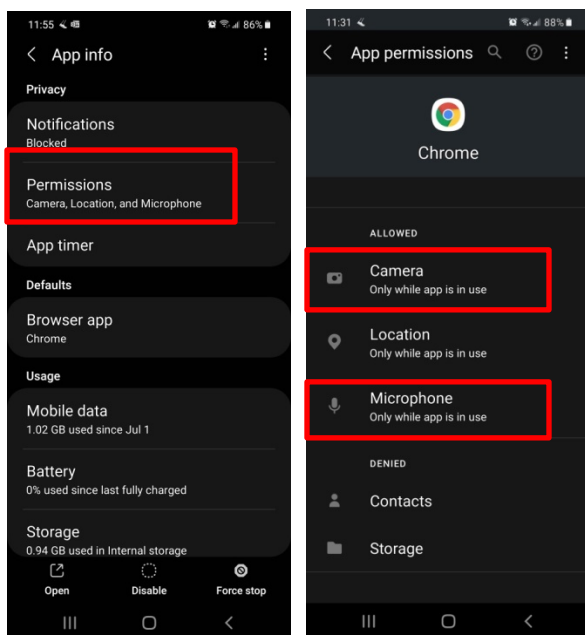
For Chrome:

You need to have your camera and microphone settings enabled for websites.

Go to **Settings** > select **Apps** > select **Chrome** > select **Permissions**

Click on **Camera** – Make sure this is set to “**Only while app is in use**” or “**Ask every time**”. Make sure it does not say “Deny”.

Click on **Microphone** – Make sure this is set to “**Only while app is in use**” or “**Ask every time**”. Make sure it does not say “Deny”. Exit Settings



When using an Android product, Chrome should always prompt you to allow camera and mic access.