SOUTH CAROLINA
Telehealth
ALLIANCE

Andor Tips

MUSC Health
Medical University of South Carolina

Andor Virtual Visits – Desktop Audio/Video Tip Sheet

Video and Audio Troubleshooting Tips when using a Desktop/Laptop

1. Go to **Start** ⊞ > **Settings** ⚙ > **Privacy** 🔒 > **Camera**.

2. Choose your preferred setting for **Allow apps to access your camera**.

3. Under **Choose which apps can access your camera**, turn the individual settings for apps **On** or **Off**.

If you are using a PC, use the following instructions to update your microphone permissions.

1. Go to **Start** ⊞ > **Settings** ⚙ > **Privacy** 🔒 > **Microphone**.

2. Choose your preferred setting for **Allow apps to access your microphone**.

3. Under **Choose which apps can access your microphone**, turn the individual settings for apps **On** or **Off**.

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

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