

Testing Your Device

Before your virtual visit, please test your device to make sure you can successfully join after downloading Vidyo.

Make sure your microphone is not muted and the speaker volume is turned up.

Click or tap on *any* of the Test Site links below. If you cannot join it means someone else is using it. Try another Test Site or try again in a few minutes.

- Test Site 1: <https://endpoint.vtc.childrensmn.org/flex.html?roomdirect.html&key=o3gR1IDbK7>
- Test Site 2: <https://endpoint.vtc.childrensmn.org/flex.html?roomdirect.html&key=4Tzf2ejssn>
- Test Site 3: <https://endpoint.vtc.childrensmn.org/flex.html?roomdirect.html&key=tPggA7PWoy>

If you can join, and then see yourself on the video, see the clock hand moving, hear music and hear yourself when speaking your device is ready for a virtual visit.

If your test call didn't work, please let your clinic know right away if your virtual care appointment is within the next 24 hours.

Troubleshooting

- If you are not able to click on the link above, you can copy and paste the full URL into Google Chrome for Windows and Android devices or Safari for Apple devices.
- If the test call didn't work or if you need help, call [952-992-5400](tel:952-992-5400) between 9 a.m. and 5 p.m., Monday through Friday.