Instructions on how to check that your web browser enables a successful video connection.

1. Write the following address in the address bar:

https://visitor.gerdescom.fi/dashboard

2. Press Enter, which opens the next page. The icon at the top of the white window is circled.

NOTE: Do not try to login to this page – do not put your username or password here!

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3. Click the circled VideoVisit icon at the top of the window with the mouse cursor.



4. When VideoVisit asks:

Do you allow visitor.gerdescom.fi to use your microphone?

Allow access to the microphone on your computer by clicking Allow (blue button).

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5. When VideoVisit asks:

Do you allow visitor.gerdescom.fi to use your camera?

Allow access to the camera on your computer by clicking Allow (blue button).

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	Integrated Webcam		\sim
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6. If the circled text **The TURN server is reachable!** in the image below appears, it is possible to make video calls by using that browser.



7. If the text **The TURN server is reachable!** does not appear, it is not possible to make video calls by using that browser. You don't have to care about other texts in the text box.