

Tablet Troubleshooting

When I try making a video call with one of the contacts, the connection is established but the image remains a black screen and I can not hear the audio. How can I fix this?

This issue occurs when the internet connection of one or both participants is weak. Try relocating yourself to an area where the internet connection is more accessible to your device such as moving closer to the internet router, if you can locate it. Or try switching to a different Wi-Fi, e.g. NHS Free Wi-Fi

Still not working?

Another alternative is to ask the relative to type this link into their internet browser and log in / set up an account.

<https://app.aetonix.com/>

Do you have this screen?



If you touch the 'aTouchAway' (or sometimes it's a Date and Time) in the top right hand corner, it will direct you to a page that asks for a password which is :aetonix456

Then press 'logout' and re-log back in with the usual email and password.

The relative hasn't received my invite to connect to the patient?

Double check the email with the relative and re-send the request, when they have the aTouchAway app opened and are logged in.

