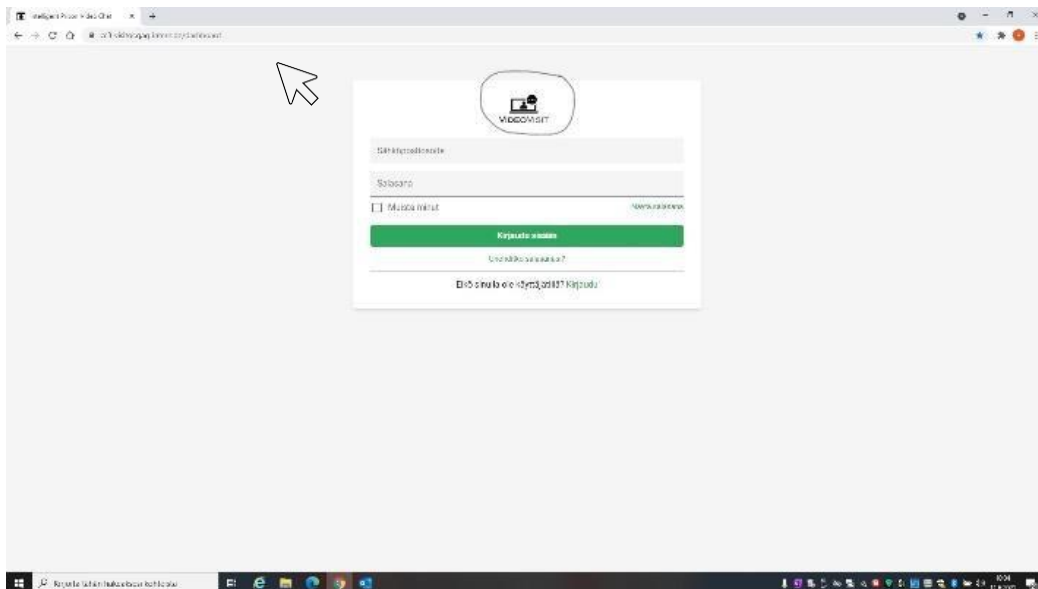


## Instructions on how to check that your web browser enables a successful video connection.

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!**



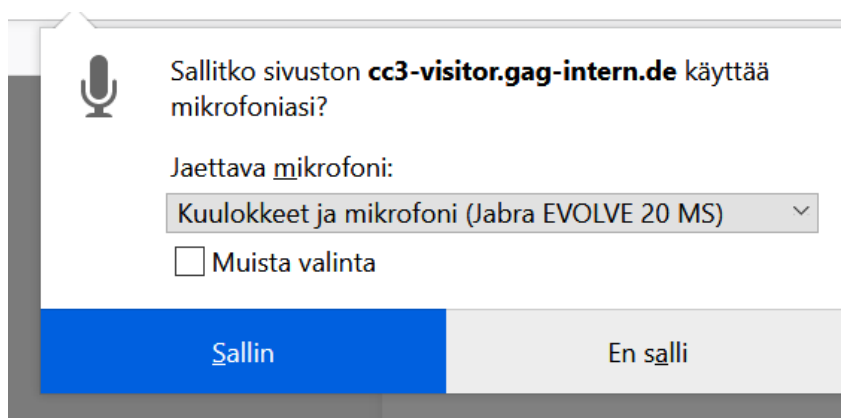
3. **Click** the circled **VideoVisit** icon at the top of the window with the mouse cursor.



4. When VideoVisit asks:

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

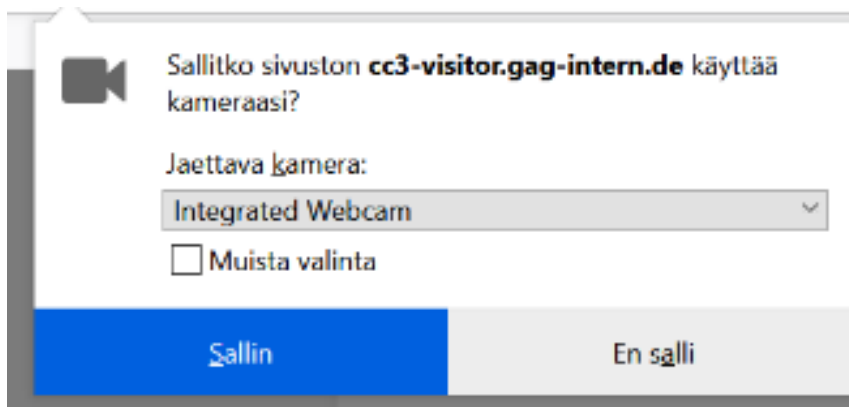
**Allow access to the microphone on your computer by clicking Allow (blue button).**



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).**



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.