Stethoscope Live Stream Troubleshooting

1. The stethoscope is too quiet **1**
1.1 Use headphones 1
1.2 Turn off reduced volumes during conferencing 1

2. No stethoscope audio **3**

1. The stethoscope is too quiet

If the stethoscope is too quiet during a call, follow the guidelines below:

1.1 Use headphones

To ensure you can hear the low frequencies captured by the stethoscope, ensure you are using a good pair of headphones.
Laptop and computer speakers do not have the correct frequency response to recreate these signals.

1.2 Turn off reduced volumes during conferencing

By default, Windows PC's reduce all other media volumes by 80% during a conference call such as zoom. To turn this feature off and better hear the stethoscope: (See figure 2)

Figure 1: Windows Sound Options

1. Open **Sound** from the windows control panel or by right clicking on the speaker icon in the taskbar and selecting **Sounds.**
2. Select ”Sound Control Panel”
3. “Communications tab.
4. Select the option, Do nothing.
5. Click OK.

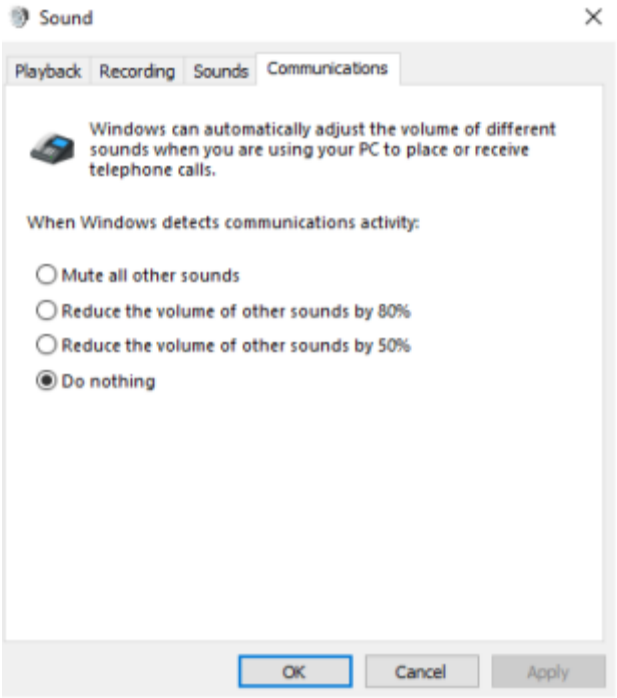


Figure 2: Windows Sound Control Options

1.3 Insights Volume Control

Use Insights built in Volume Control to boost the volume in the browser.

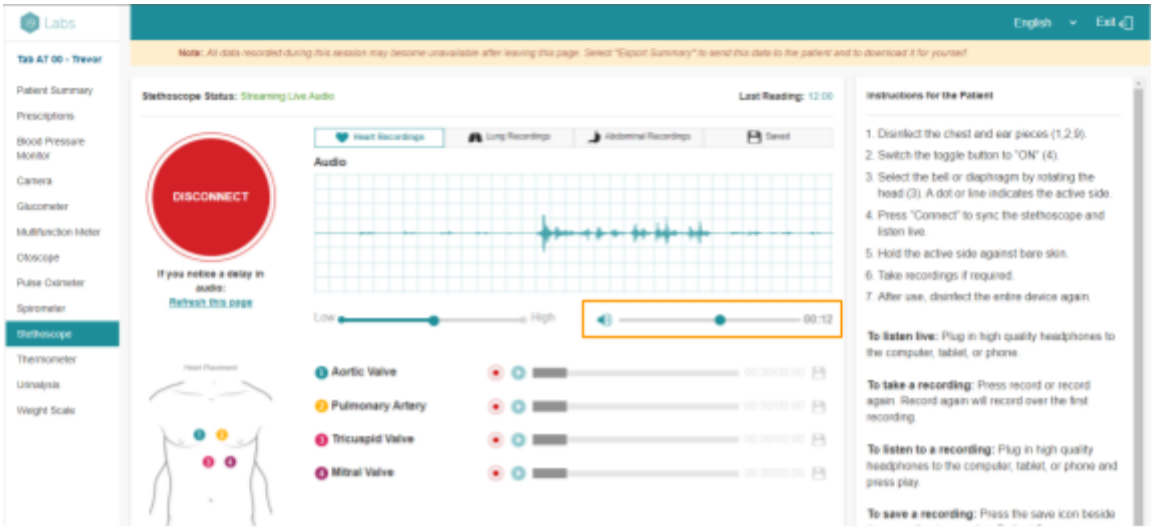


Figure 3: Insights Volume Control

1.4 Insights Sensitivity Control

There is a built-in sensitivity control in insights allowing you to control the Gain of stethoscope. Change the sensitivity between Low and High to produce the best sounding signal. (Available in the 1.15 Release [March 2022])

LOW: Use when the signal is very loud and distorted / Clipping. Example patient has a very loud heartbeat after exercising.

MEDIUM: The default value set.

HIGH: Use when the signal is very quiet and increasing the audio level is still not loud enough.

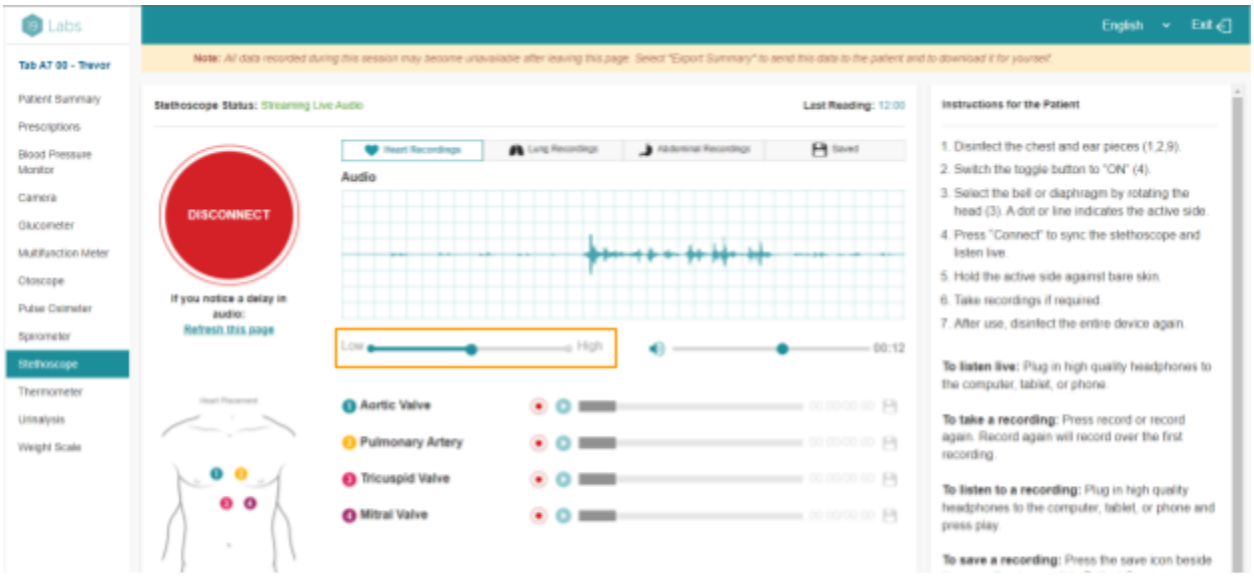


Figure 3: Insights Volume Control

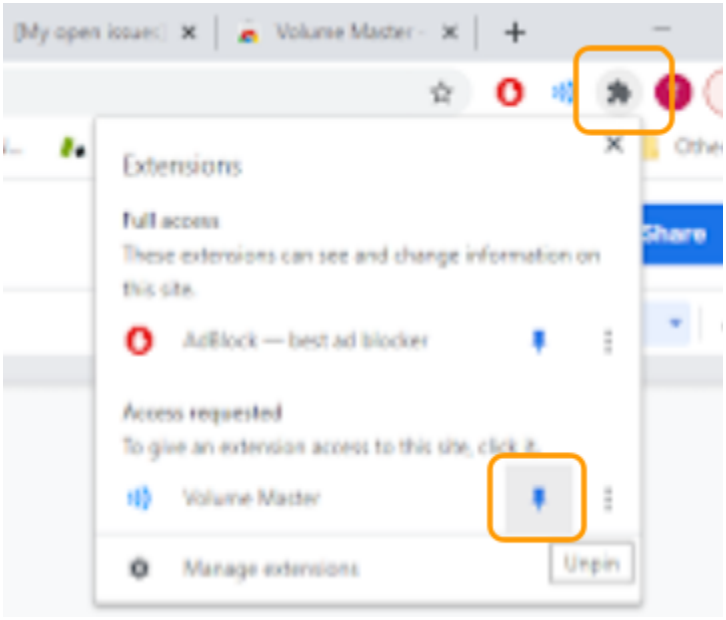
1.5 Install a volume booster extension.

If after steps 1.1 and 1.2 the stethoscope is still too quiet, install a volume booster extension to google chrome.

https://chrome.google.com/webstore/detail/volume-master/jghecgabfgfdldnmbfkhmffcabddioke/related

Once installed, pin the extension for easy access. Click on the extension button next to the search bar and click the pin icon for the volume booster app.

Click on the volume booster icon while using the stethoscope to increase its volume.



Note: Boosting volume too high may introduce unwanted distortion into the signal.

2. No stethoscope audio at all

The sensor status says live streaming audio but nothing is heard from Insights. See sections:

2.1 Unmute the Stethoscope
2.2 Google Chrome: User gesture required

2.1 Unmute the Stethoscope

If there is a speaker icon on the insights tab but no audio is heard, ensure the stethoscope is not muted.
Try toggling a few times if issues persist.

A muted stethoscope looks like this.

An unmuted stethoscope looks like this.

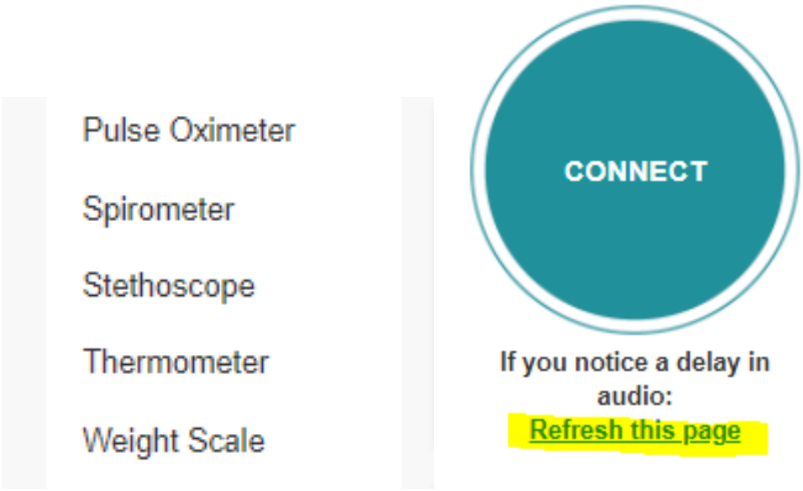
2.2 Google Chrome: User gesture required

Due to changes in Google Chrome's autoplay policy, some interruptions may be experienced while trying to live stream audio from the stethoscope.

Resolutions

Google chrome's autoplay policy now requires a user gesture in order for webpages to play sound. To combat this issue, 19Labs resumes the live stream of the Stethoscope when the insights user presses on the stethoscope tab.

If the stethoscope is connected and the status says Live streaming and no audio is heard, try pressing the stethoscope tab once more to resume the audio context or try Refreshing the page.



For more details on Google Chrome's autoplay policy, Visit: https://developers.google.com/web/updates/2017/09/autoplay-policy-changes

3.0 Try Using a different browser

If you still cannot hear the stethoscope, try using a different browser such as Firefox as default.

1. Download and install Firefox https://www.mozilla.org
2. Change your computer's default browser to Firefox through Computer settings -> Default Apps.
3. Reopen the insights link with Firefox and confirm the stethoscope is heard correctly.

Note: It is not recommended to use Internet Explorer for viewing insights.