



Video Visit Troubleshooting Guide: Patient

Doxy.me is a web-based service that connects you and your provider in a safe and secure video visit. The quality of a Doxy.me session is as good as you (the patient) and your provider's connection. Below is some information to help you with your visit.

Browsers to Use

- *For Windows:* Chrome, Edge (Internet Explorer will not work)
- *For Mac:* Safari, Chrome, Firefox (in order of what's best)
- *For iPhone/iPad:* Safari (only Safari will work on iPhones)
- *For Android:* Chrome, FireFox

Pre-Call Test

Test your system before the first call by going to [HTTPS://DOXY.ME/PRECALL-TEST](https://DOXY.ME/PRECALL-TEST).

If the pre-call test identifies any problems with the test call—such as microphone or camera problems, then please contact your provider's office for additional assistance.

Patient Tips for Improved Call Quality

- **GETTING ON THE LATEST BROWSER & UPDATES** - Make sure your device is up to date. Your operating system (i.e., windows, macOS, iOS, iPadOS and Android) periodically releases improvements for known issues that improve the performance of your device, and the ensure your privacy and security is maintained. The same is also true for your Browser. You can check your browser version [here](#). Don't just assume you are on the latest because you have auto updates on.
- **RESTARTING YOUR DEVICE** - Device performance will decrease if your device has to manage multiple apps in the background, even if they aren't being used. A restart can clear out the devices memory giving you a fresh start for your phone. This works really well with older devices.
- **TRY A DIFFERENT BROWSER** - Chrome, Safari and Firefox (latest versions) are all capable of running Doxy.me. Internet Explorer and Duck Duck Go do not work with Doxy.me.
- **TRY ANOTHER DEVICE** - Sometimes using another device can work wonders. If you using another device doesn't fix the issue than try troubleshooting your network.
- **TRY ANOTHER NETWORK** - Sometimes switching from your local network to a WiFi connection can help.
- **MOVING CLOSER TO YOUR ROUTER** - Getting right next to your router, or getting plugged into your router (for computers & laptops) can help improvement.
- **CHARGING YOUR DEVICES BATTERY** - Low power mode or just not being plugged into a power source may cause your device to run in a power saving mode. This will reduce the performance of your device.
- **CONSIDER STOPPING OTHER DEVICE USE ON YOUR NETWORK** - Ask other users in your household to temporarily pause their use of streaming and data-heavy apps. Netflix, Zoom, Skype, FaceTime, Google Hangouts, Facebook Messenger, and online gaming will slow your Internet speed and affect your video call.