Video Visit Troubleshooting Guide: Provider

Browsers to Use
- *For Windows*: Chrome, Edge
- *For Mac*: Safari, Chrome, Firefox
- *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.

Camera and Microphone Permission
Re-enable camera/Allow access:
- **CHROME MOBILE/DESKTOP**
- **EDGE DESKTOP**
- **FIREFOX MOBILE/DESKTOP**
- **SAFARI DESKTOP**
- **SAFARI MOBILE/TABLET**

Resolving Typical Issues
1. Verify that you have 3-4 bars of cellular or WiFi signal.
2. Close and then reopen your browser
3. Close all other applications on your device and do not open other applications or browser tabs until your Virtual Visit is complete.
4. Ensure that you are not actively using the camera or microphone for another app, such as Microsoft Teams.
5. Restart the device

Common Problems
1. **SHARED COMPUTER PROBLEMS:** Staff who share laptops or PCs sometimes are unable to have a successful video visit. Users need to make sure that they are exiting out of their internet browser before locking their laptop or PC; if not, this will cause other users problems for others and it will not allow others to access the camera and microphone.
2. **"I CANNOT SEE YOU BUT I CAN HEAR YOU."** If you or your patient can't see you, refresh the browser to reload the page and re-establish the connection. This will often fix the issue. If that does resolve the issue, then make sure you and your patient have the correct camera selected and ensure your camera is permitted for Doxy.me by re-enabling or allowing camera access.
3. **"I CAN'T HEAR YOU."** If you or your patient can't hear, refresh the browser to reload the page and re-establish the connection. If that does resolve the issue, then make sure you or your patient has the correct speakers are selected and turned on if you are using a desktop computer. Make sure your or your patient's computer or device is not muted. Ensure your microphone is permitted for Doxy.me by re-enabling or allowing access. This **ARTICLE** will guide you through the process.
4. **I AM EXPERIENCING POOR VIDEO QUALITY.** Doxy.me is a peer-to-peer video solution, meaning once the video call starts the video data goes directly between the you and your patient. Poor video quality can be an indicator of a bad internet connection on either end.

However, there are other things to consider.

a. *Use a newer computer with plenty of speed* - Sending and receiving video takes a lot of computer power. Standard Munson PCs and laptops will meet and exceed minimum requirements. Using personal devices, such as mobile phones or tablets, on the public network will provide a suboptimal experience.

b. *Restart your computer/device* - Other software might be using computer power or interfere with your video or microphone. Restarting your computer will assure your computer is ready for video. It is recommended that you restart your PC or laptop at the beginning or end of each day.

c. *Close unused apps* - Close background apps or browser tabs before starting a session to lighten the load on your device, and make more computer power available. Choppy video during a call can also be caused by your computer handling multiple tasks at a time. You can check by opening Task Manager on Windows (or Activity Monitor on macOS). View the "CPU" tab, and check to ensure it isn't at 85% or more as that could cause issues.

d. *Reduce the video quality in call settings* - Low definition is best for older devices and slower connections. A bad connection on one end will impact the experience for both users.

e. *Move closer to your WiFi router/access point; look for a location with better access* - This will increase the maximum amount of bandwidth available to your device over a shorter distance.

f. *Turn off other devices on the same WiFi connection are using high bandwidth activities* (e.g., Netflix / YouTube / Skype / FaceTime). When experiencing a bad connection, ask your patient to ensure that they are not competing with other devices on their network.

g. *Ensure you are not physically obstructed or out of view from your WiFi router/access point* - Keep it in the open, and the signal will be stronger. Some WiFi extenders are known to cause issues with bandwidth. Try a different network.

h. *Disable low power mode on battery-powered devices* - Some devices reduce functionality to save power when the battery falls below a certain threshold, often called "low power mode" this can cause reduced performance. Plugging in the device works too.

5. **HOW TO FIX CHOPPINESS DURING A CALL**

Sometimes when starting a call, it can take a second to stabilize and become clear, give it a minute to stabilize. If choppiness or even time lapse lip syncing issues continue or occur randomly during a call, restart the call or re-sync video (see below)

How to re-sync the video call during a call:
1. Open Call settings
2. Select Restart call to sync video