New Patient Tips for Connecting

1. If possible, try to connect via laptop/desktop with ethernet or good Wi-Fi (connect details below)
2. The newer the device, the better it will work; live video likes strong CPU's and good internet speeds
3. Test your Camera and Microphone
4. Certain company firewalls can block Doxy.me, to find out how to whitelist domains
5. Best devices and browsers to connect with (in order):
   1. Laptop/Desktop Chrome, Edge, Firefox
   2. Android Phone/Tablet with Chrome, Firefox, Edge
   3. MacBook/iMac with Chrome, Firefox, Edge, Safari
   4. Apple iPhone/iPad with Safari Only

Pre-call Test
Test Call Quality

Test Your Bandwidth & Internet Speed

STEP 1
Run a speed test here

STEP 2
Note these numbers
Download (Mbps)
Upload (Mbps)
Latency (ms)

Best Types of Network Connections for Video Calls

Good
- Mobile Hotspot, Satellite, DSL
- Cell Phone Hotspot

Better
- Laptop/Desktop with Direct Ethernet

Best
- Laptop/Desktop with Direct Ethernet, Strong Wi-Fi

Browsers

Operating System | Browser(s) | Latest Version | How to Connect Videos
---|---|---|---
Microsoft | | | ![Browser Check](https://www.vidyard.com/)
Laptop / iMac | | 83 | Click Here to watch a quick video on how to connect
iPhone / iPad | | 13.1 | ![How to Video](https://www.loom.com/share/)
Android | | 83 | ![Browser Check](https://www.vidyard.com/)

Improve your Connection

Home or Office
- Can you get physically closer to the Wi-Fi router? Always a good rule of thumb is to be able to see the wireless router from your device for the Best connection.
- Try limiting the number of devices connected to the home network. Data heavy applications like online gaming, FaceTime, Netflix or downloading large files will affect your call quality.
- Turn other devices onto Airplane Mode, when have low network speeds.
- Rebooting your Wireless router: Your equipment may have performed software updates, by reboooting your router to make sure up to date.

Cellular Connection
- If on a Data plan with a mobile device find the best signal spot in the house, usually near a window.
- Charge the phone or tablet before the call with your provider.
- Turn other devices onto Airplane Mode, when have low network speeds.
- Helps to connect using a Good 3G or 4G cellular data signal, 2G signal may not be strong enough in some cases.