

## 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 [Click Here](#)
4. Certain company firewalls can block Doxy.me, to find out how to whitelist domains: [Click Here](#)
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

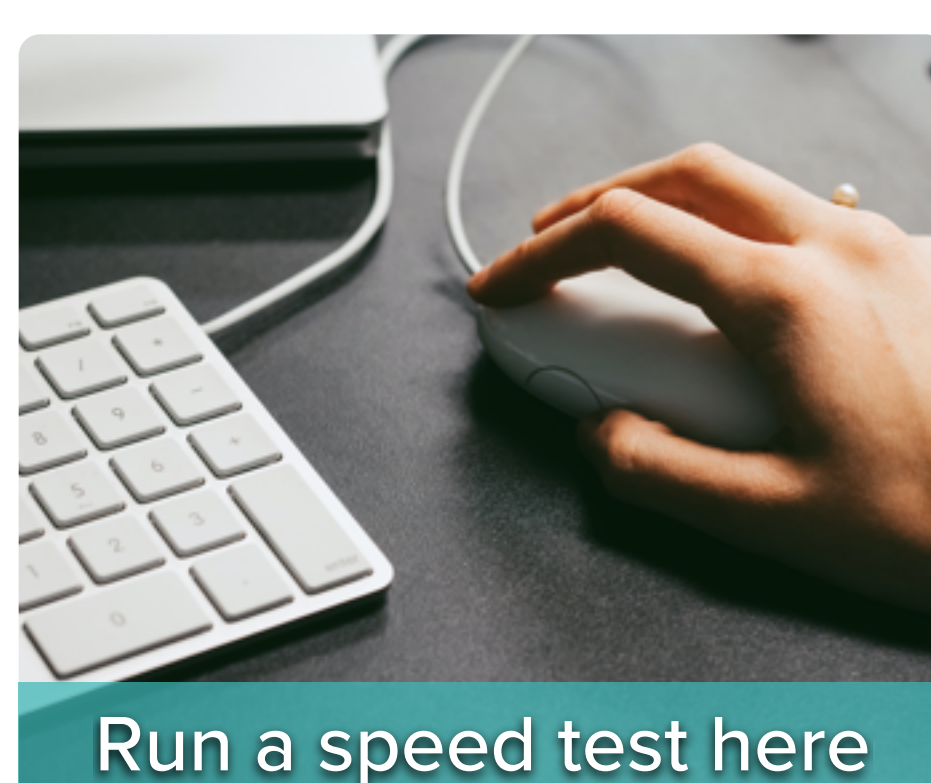
Additional Tests to Ensure a Good Call

Test Call Quality

## Test Your Bandwidth & Internet Speed



### STEP 1



Run a speed test here

### STEP 2

Notate these numbers

	<b>Download (Mbps)</b> _____ <small>Min = 2Mbps   Ideal = 10-25   Optimal = 25+</small>
	<b>Upload (Mbps)</b> _____ <small>Min = 2Mbps   Ideal = 10-25   Optimal = 25+</small>
	<b>Latency (ms)</b> _____ <small>Good = Under 100ms   Best = Under 50ms</small>

## Best Types of Network Connections for Video Calls

### Good



### Better



### Best



## Browsers

Operating System	Browser(s)	Browser	Latest Version	Is your Browser up to Date?	How to Connect Videos
Microsoft			83	To see if you have the latest browser, click the button below to see from any laptop, phone, or tablet: <a href="#">Browser Check</a>  Still need help? Click the button below to watch a quick video on how to check: <a href="#">How to Video</a>	Click the below video tiles to watch a quick video on how to connect   
Laptop / iMac			78		
iPhone / iPad			13.1		
Android			83		

## Improve your Connection



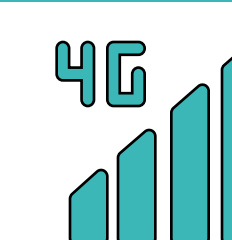
### Home or Office



- 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, try rebooting 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.