

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



Download (Mbps)

Min = 2Mbps | Ideal = 10-25 | Optimal = 25+



Upload (Mbps)

Min = 2Mbps | Ideal = 10-25 | Optimal = 25+



Latency (ms)

Good = Under 100ms | Best = Under 50ms

Best Types of Network Connections for Video Calls

Good



Mobile Hotspot, Satellite, DSL,
Cell Phone Hotspot

Better



Phone/Tablet with strong Wi-Fi*
Phone/tablet with strong cell service**

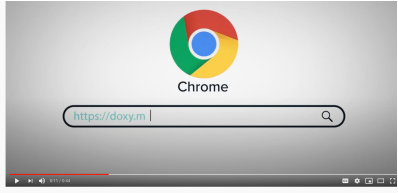
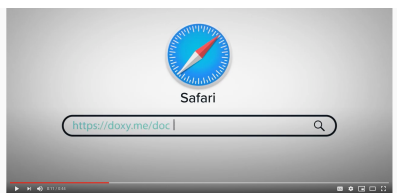
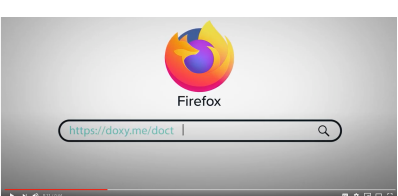
* Add a Wi-Fi extender/mesh router to enhance signal in weak areas
** Preferably 4G, minimum 3G

Best



Laptop/Desktop with Direct Ethernet
Laptop/Desktop with strong Wi-Fi

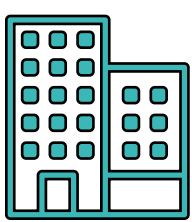
Browsers

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: Browser Check Still need help? Click the button below to watch a quick video on how to check: How to Video	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.