

Troubleshooting Doxy.me

Audio/Video Quality in HPH Facilities

Provider Issues:

1. Change to HD ([How to Article](#))
2. At one of the four main campuses?
 - a. On Wifi?
 - i. No – Encourage Providers to Sign in to HPHPROD (VIP Access)
 1. Reference [this how-to document](#)
 2. Log-In Using Windows Credentials
 - ii. Yes – Skype/Send to Dan, Jessie, Shawn
 1. Request MAC address of the phone
 - a. Under Help/About Phone
 2. Dan's team can "ping" phone real-time to troubleshoot
 3. Ask Provider to test Cellular Data
2. Not at one of the four main campuses?
 - a. Test Cell Signal
 - b. Connect with Dan/Jesse
 - c. Connect with Brandon
 - i. Consider addt'l equipment (*e.g., laptop connected to Ethernet, webset/camera, etc*)

Patient Issues:

1. Ask patients to minimize devices in use
2. Ask patients to close other applications

Troubleshooting iPhone/iPad

1. Make sure your iOS is up to date
2. Make sure you are not in Private mode in Safari
3. Ensure your iPad doesn't have the zoom feature enabled
4. If you are still unable to see yourself in the video feed, you may need to check a few things in the following order:
 - a. Refresh the browser window
 - b. Restart the Safari browser app
 - c. Make sure your camera works with FaceTime.
 - d. Make sure there is nothing blocking the camera and is clean of any dirt or smudges

You can also select the camera and microphone to be enabled by default for an easier login / patient check-in experience.

1. Go to Settings on your device
2. Scroll down and open Safari tab
3. Ensure Camera & Microphone are set to Allow
4. Make sure Request Desktop Site option is turned off

You can also test your device [here](#) to ensure everything is working correctly.

If you are still having issues after trying these steps and want to reach a human, first [login to your dashboard](#). Then click HELP in the bottom right corner.