Video Visit Troubleshooting

General Audio/Video Tips

Video

- Close all unimportant applications and windows
- Confirm signal strength: go to https://speed.measurementlab.net/ to confirm that your Internet download and upload speed is ≥2MB/sec

Audio

- Use headphones whenever possible
- Using a speaker
  - Count aloud from 1 to 10 to initiate noise-cancelling (all parties)
  - Keep the microphone away from the speaker
  - Do not point the microphone at the speaker
- Volume on laptop should be 60-85%
- [Click here](#) to review the Video Visit Experience best practices
- [Click here](#) for Doxy Help site

Android and Apple Mobile Devices

- Keep your device and apps updated (Set to Auto-update!)
  - iOS: requires iOS 13 or higher
  - Android: requires v5.0 or higher
- Battery
  - Must >50% to avoid dying
  - Possible issue if user needs to charge *and* use wired headphones!
- Wi-Fi Connection
  - You must see full bars to avoid connection issues
  - Hospitals and campus MOBS: Sign in to HPHPROD (VIP Access)
    - Log in using Windows Credentials ([How-to Document)](#)
    - Before you begin video clinic, toggle device's Wi-Fi **OFF** and back **ON** (Toggling Airplane Mode also works)
- Cellular Connection
  - Types: ✓ LTE   🚫 3G   🚫 1x
  - LTE signal must be at 50% signal strength minimum
- Camera/Mic settings
  - To avoid being asked every time you start Doxy:
    - Settings > Chrome/Safari > Settings for Websites
      - Camera: Allow
      - Microphone: Allow

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- o *Android: Path to Settings may be different depending on version*
- *"Access to Camera/Mic is blocked"* message

    1. Kill Chrome/Safari in device App Switcher
    2. Settings > Chrome/Safari > Settings for Websites
        - o Camera: Allow
        - o Microphone: Allow
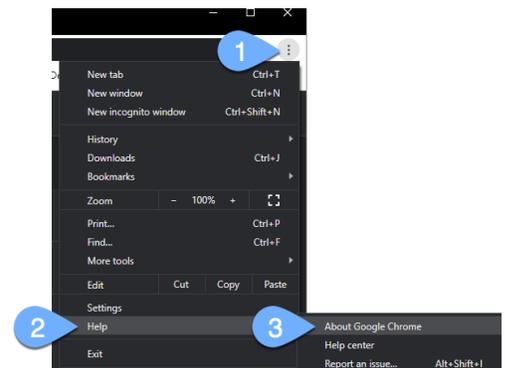   3. Log back into HPH.doxy.me (or HAC.doxy.me)

Desktops/Laptops

- Keep your machine and apps updated
- **TIP:** Updating your HPH computer's Google Chrome:
    1. Click on ⋮ (ellipses) in upper left corner of window
    2. Click on **Help**
    3. Click on **About Google Chrome**

        Chrome will then automatically begin updating

- Wi-Fi signal strength poor? Move closer to the router

- Google Chrome: Audio and Video

    1. Click on ⋮ (ellipses) in upper left corner of window
    2. Privacy & Security > Site Settings
    3. Confirm Camera and Mic are:
        - Set to **Ask before accessing (recommended)**
        - https://hph.doxy.me is set to **Allow**
          or
          https://hac.doxy.me is set to **Allow**

How to update Chrome