

## Doxy.me Tips

Failed and dropped connections and choppy video can be frustrating during a video call. Here are some tips **for all participants in a call** that can improve call quality:

1. **Be prepared with Chrome, Opera, or Safari as your browser.** Internet Explorer may work all right, but Microsoft Edge, Firefox, and almost all others do not. And it's not just poor quality, they do not work at all. Don't worry about the security. I understand; I too prefer Firefox because of its higher level of security. Doxy provides a safe interaction. It is HIPAA compliant, with security features beyond that. The more secure browsers do not work because the elements are not compatible and compete with one another.
2. **Restart your computer before a call.** Other applications might be using computer power or have access to your camera or microphone. Restarting your computer will ensure your computer is ready for video.
3. **Close ALL open programs before starting a doxy call.**
4. **Make sure no one else in the household is online for the duration of the visit.** Even one other Internet user can overload a modem and network used for doxy videoconferencing.
5. **Use fast Internet with an ethernet cable.** Video quality changes with Internet speed, so the faster your connection, the better the quality of your video will be. An ethernet connection by far gives the best and most reliable connections.
6. **Use a newer computer with plenty of processing speed.** Sending and receiving video takes a lot of computer power. Doxy.me's HIPAA compliance makes its demands on bandwidth far greater than Zoom, MS Meetings, and FaceTime. Old or slow computers will have a harder time processing the video, which can cause choppiness. Be aware that devices that work fine on the other meeting platform do not automatically work with doxy.
7. **If a computer is not available, a tablet will probably work well enough.** If you do use a tablet, again, get as close to your Wi-Fi router as possible.
8. **If neither a computer nor a tablet is available, A CELL PHONE MAY OR MAY NOT WORK AT ALL!!!** The lion's share of connection problems, choppy video, and staticky audio have occurred with cell phones. iPhones are even worse than Androids. If the only device you have access to at a

particular visit is a cell phone, I may ask you to reschedule when you can get to a computer or tablet, or for an in-person visit at the office which I offer once per month.

9. **If an ethernet connection is not available, take steps to maximize Wi-Fi.** This means having a powerful Wi-Fi service, and getting as close to your router as humanly possible, being “right on top of it” if necessary.
10. **Use low resolution.** If you are experiencing poor quality, try lowering the resolution. Using LD or SD requires less bandwidth and computer power than using HD, which will mean less choppiness during your call.
11. **Use headphones.** Your computer will usually automatically eliminate echo or audio feedback, so you do not hear yourself talking. But if it happens, both you and other participants in the call using headphones should solve the problem.
12. **Please practice thoughtful Internet etiquette.** You may be used to your own dogs barking and children running free (do not worry, I have dogs and had small children too, now grown), but I ask that you consider your videoconference to be the professional visit that it is. Would you take your pets or even normally active children to a courtroom, or a visit to your ophthalmologist? We have an especially important job to do – attend to your health – and the absence of distractions is an obvious and essential requirement.