

Patient Tips for Improved Visit Quality

Simple tricks to improve poor quality during your video visit.

Most patients prefer to use a phone or tablet to connect, so you'll want to make sure your device meets the minimum requirements (especially if your device is older than 2014).

Troubleshooting Technical Issues:

[Getting Camera & Mic Permission](#)

[Can't Connect or Start a Call](#)

Quick Video or Audio Quality Troubleshooting:

Getting on the Latest Browser & OS Update - Make sure your device is up to date. You can check your browser version [here](#).

Restarting your Device - A restart can clear out the devices memory giving you a fresh start for your phone.

Try a Different Browser - Chrome, Edge, Safari and Firefox (latest versions) are all capable of running the video technology.

Try Another Device - Sometimes using another device can work wonders. If you using another device doesn't fix the issue than try troubleshooting your network.

Try Another Network - Sometimes switching from your local network to a wifi connection can help.

Moving Closer to Your Router - Getting right next to your router, or getting plugged into your router (for computers & laptops) can help improvement.

Charging your Devices Battery - Low power mode or just not being plugged into a power source may cause your device to run in a power saving mode. This will reduce the performance of your device.

Disconnect other Devices from Your Network - Ask others in your household to disconnect their devices (TVs, computers, smart devices) so they do not use up valuable bandwidth

Call your ISP - Make sure your ISP isn't slowing your connection speeds.