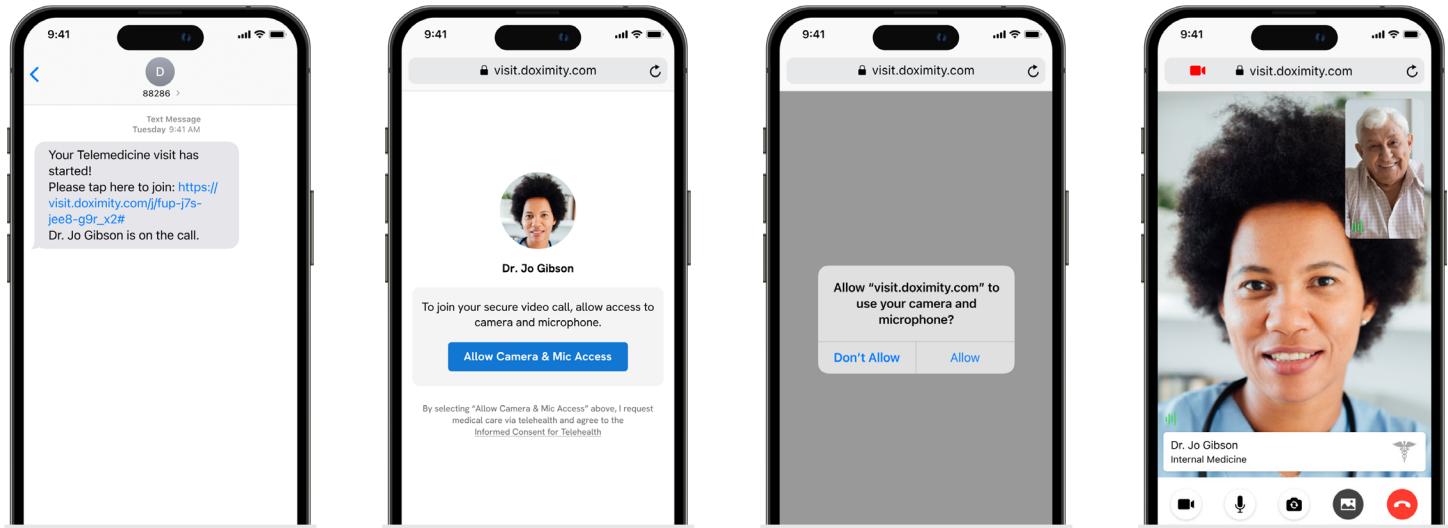




Dialer Video for Patients

Welcome to Dialer Video! We help you connect face-to-face with your provider directly from your mobile or desktop. With no downloads necessary, it takes four simple steps to begin your visit.

How To Use Dialer Video



You will receive a text from an 882-86 number inviting you to join a video call.

Tap the "Allow Camera & Mic Access" button to grant camera and microphone access so you can be seen and heard.

Tap the "Allow" button to be brought into the video room.

You are now in the video room. If your provider hasn't joined yet, they will soon!

Tips for Good Dialer Video Call Quality

Video calls can be joined using wifi or cellular data. A poor connection can lead to dropped calls or inability to connect on your mobile phone. Here are some tips to ensure quality calls:



Check the Browser Requirements

Dialer Video works on most modern phones. Make sure your software meets the [minimum requirements](#)



Move Closer to Your Router

If your signal is poor, positioning yourself close to your router will likely improve it.



Slow to Connect? Try Another Network

Sometimes connecting with or without WiFi can make a difference.



Disconnect Other Devices from Your Network

Try disconnecting other devices connected to your WiFi network to free up bandwidth.

FAQs

Q: What do I need to accept a Dialer Video call from my provider?

A: You just need your smartphone or computer. Dialer Video calls are accessed on your mobile or desktop web browser; no need to download an app.

Browsers supported include Safari for iOS Mobile, Chrome and Firefox for Android Mobile, and Chrome, Safari, Firefox, and Edge for Desktop.

Q: I am having trouble connecting to a video call. Any ideas?

A: Make sure you have a strong Internet connection; video calls can be joined using wifi or cellular. Still having issues? Check out our Tips for Good Dialer Call Quality above.

Q: Can I participate in the video call on my computer?

A: Dialer Video relies on text messages to initiate the connection, so your smartphone will be the easiest way to participate in a call. You can also join on your computer. [Here's how.](#)

Q: I am not able to join a video call because my audio and camera aren't working. How do I fix this?

A: In order to join a video call you must allow your mobile web browser access to your microphone and camera. [Here's how.](#)

For more patient resources, [visit us here](#) or contact us at support@doximity.com.

For more information, visit www.doximity.com.