

DOXY PATIENT FAQ



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COMPUTER SETUP

1. You will receive an email with a link to your specified provider

Example: <http://acc.doxy.me/azelnak>

2. Click the link (ensure to open in Chrome or Firefox)
3. Enter your name
 - Then click CHECK IN

Welcome!

Please check in below to let Dr. Zelnak know you are here



Enter your name here

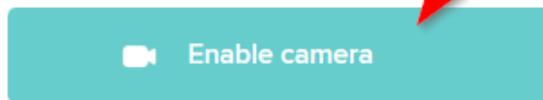
Check In

4. Click ENABLE CAMERA

<

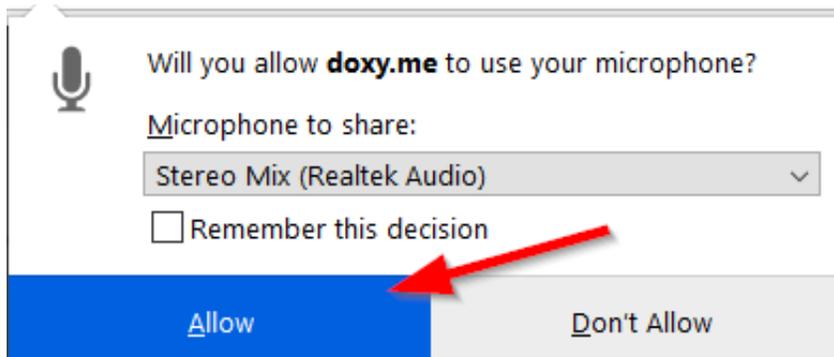
Hi, Test Patient

To have a video call please give us
access to your camera



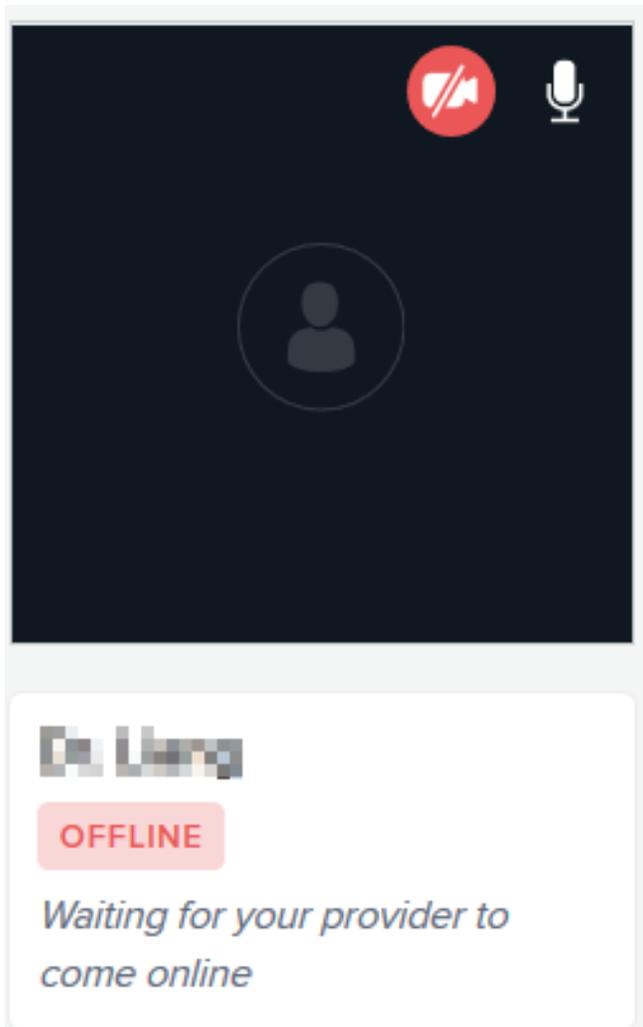
Continue without camera

5. Follow prompts to ALLOW the Microphone.



6. You will then be placed into the Waiting room

- The provider will be with you shortly



IPHONE SETUP

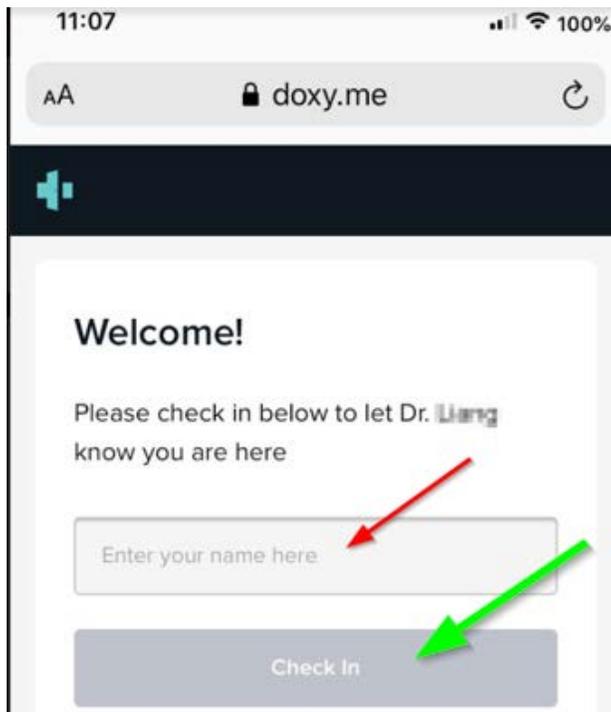
1. Open Safari



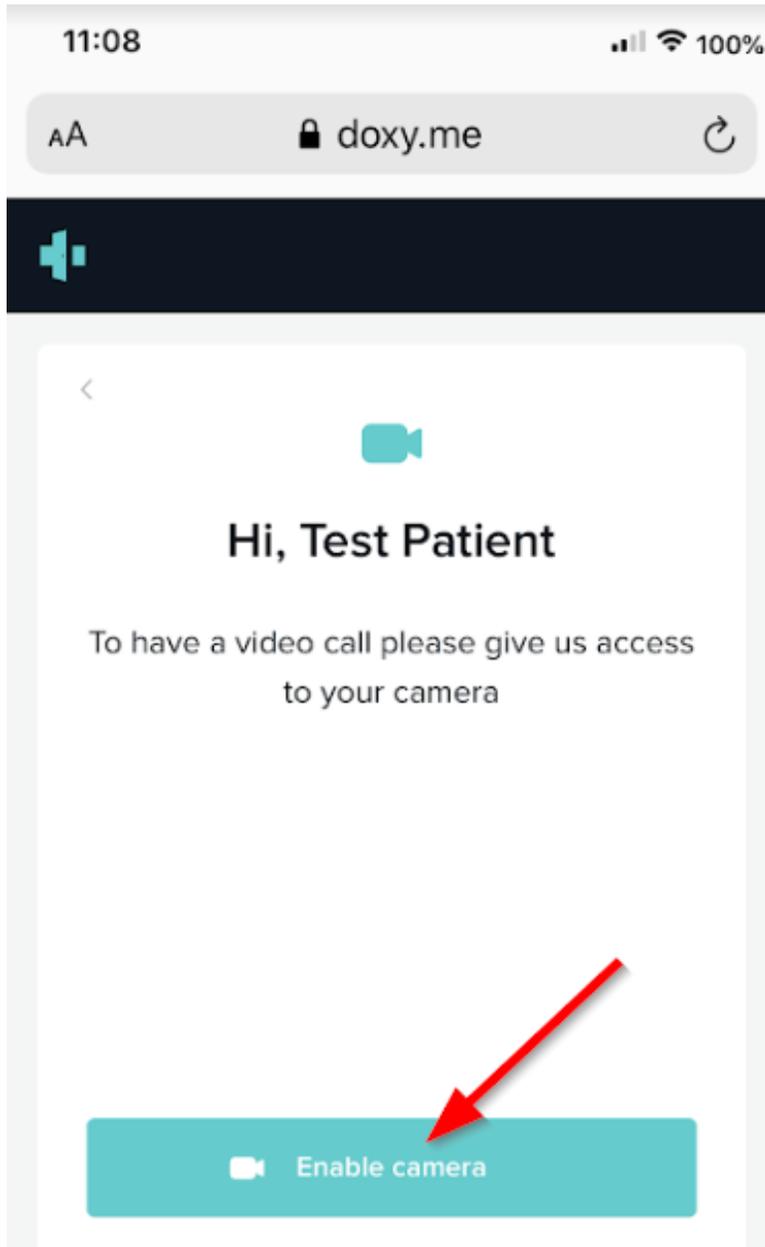
2. Go to the Provider's link sent to you in the email

Example: <http://acc.doxy.me/azelnak>

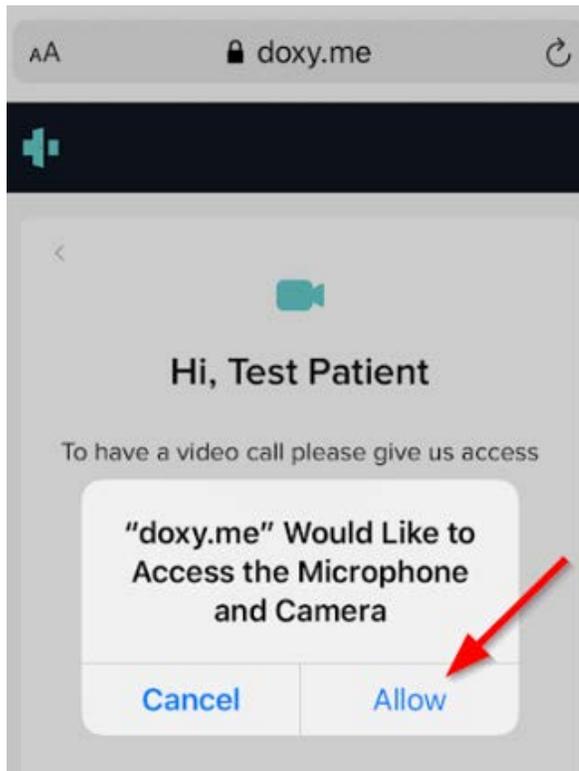
3. Enter your Name
 - Then click CHECK IN



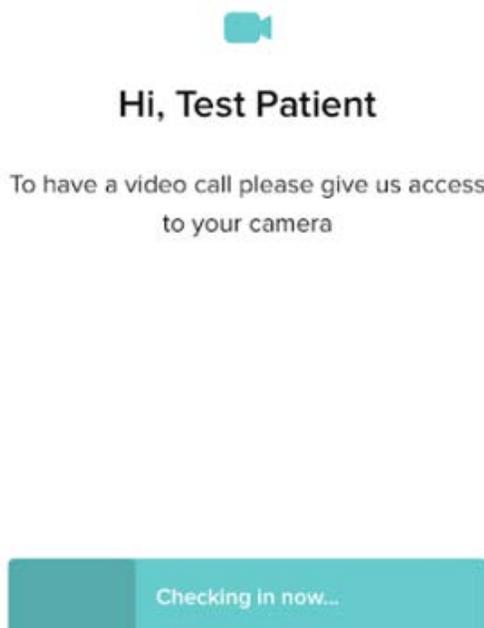
4. Click ENABLE CAMERA



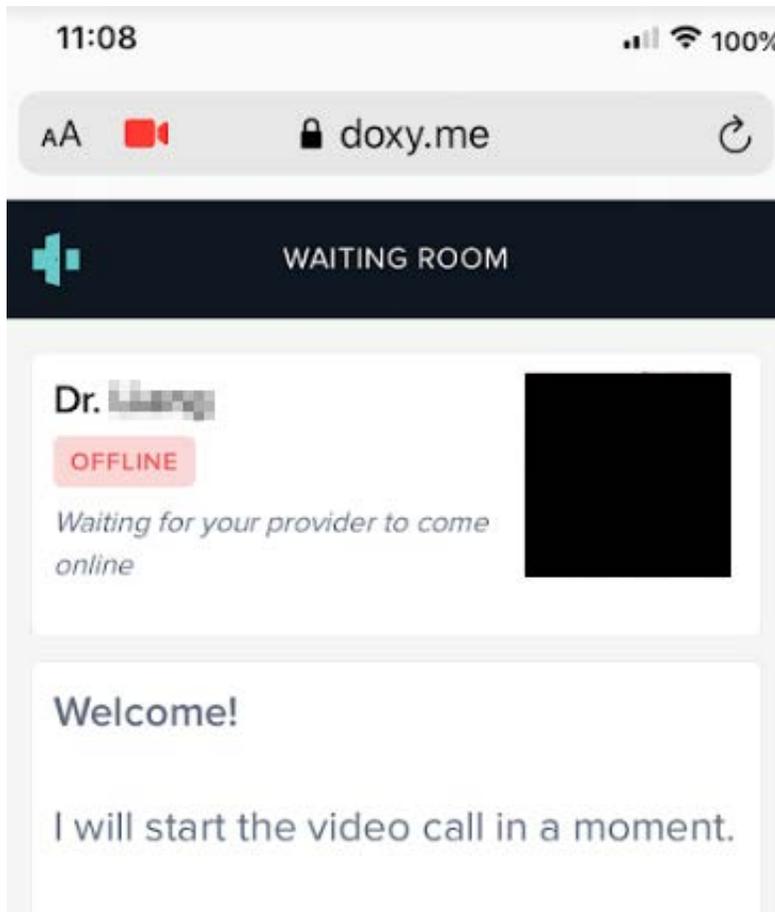
5. Click ALLOW



6. Wait while Checking In Now.....



7. Once in Waiting Room, the Provider will be with you shortly



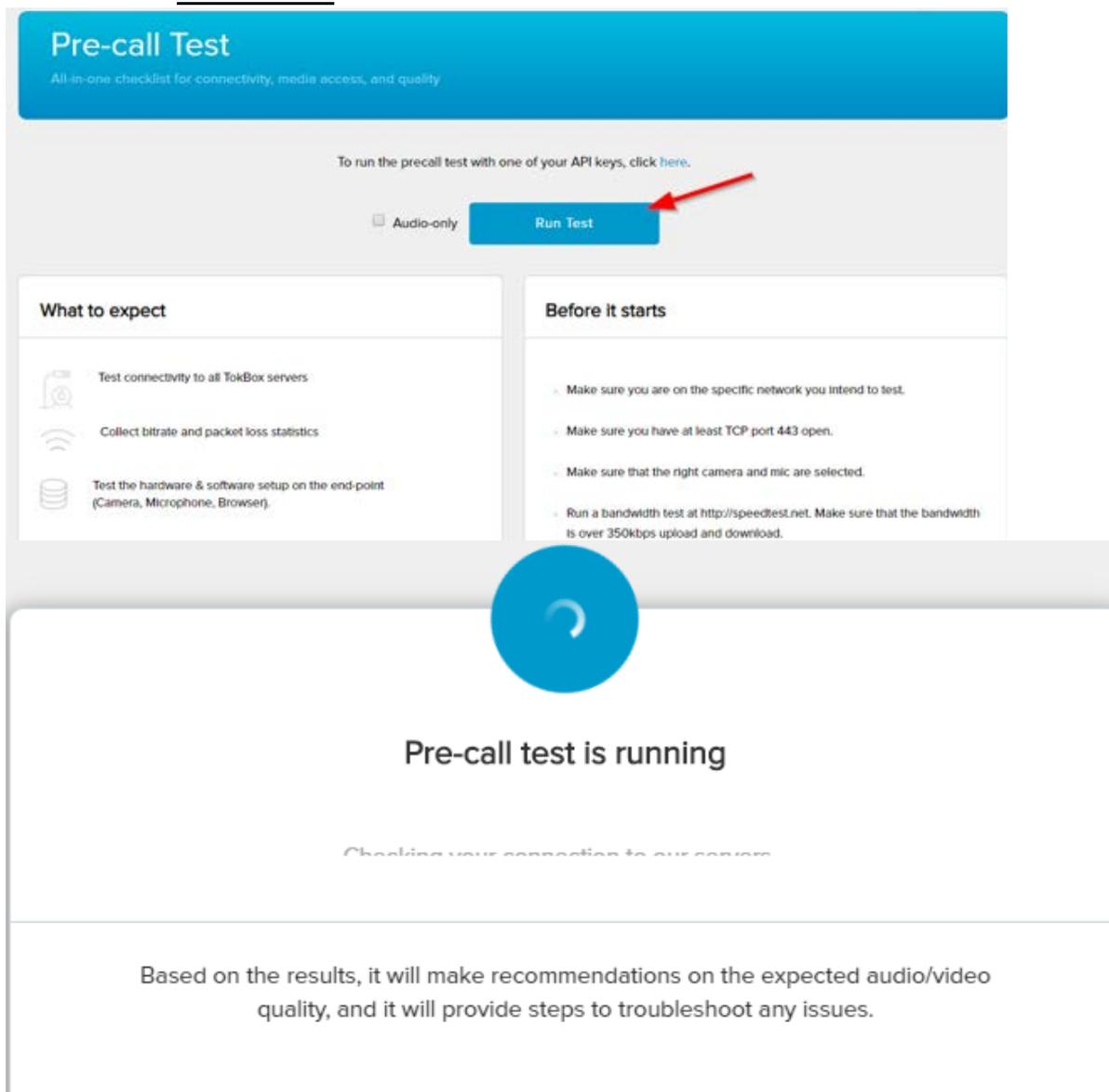
TROUBLESHOOTING

PRECALL TEST

Click the link below to do a precall. This tells them if they have good audio/video and quality. They will need to click on Run test.

<https://tokbox.com/developer/tools/precall/>

1. Click RUN TEST



Pre-call Test
All-in-one checklist for connectivity, media access, and quality

To run the precall test with one of your API keys, click [here](#).

Audio-only **Run Test**

What to expect

- Test connectivity to all TokBox servers
- Collect bitrate and packet loss statistics
- Test the hardware & software setup on the end-point (Camera, Microphone, Browser)

Before it starts

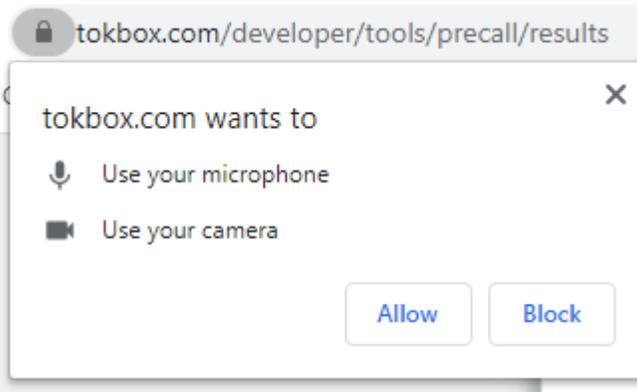
- Make sure you are on the specific network you intend to test.
- Make sure you have at least TCP port 443 open.
- Make sure that the right camera and mic are selected.
- Run a bandwidth test at <http://speedtest.net>. Make sure that the bandwidth is over 350kpbs upload and download.

Pre-call test is running

Checking your connection to our servers

Based on the results, it will make recommendations on the expected audio/video quality, and it will provide steps to troubleshoot any issues.

- You may be prompted to **ALLOW** the microphone and camera



Pre-call test is running

Checking your audio/video quality...

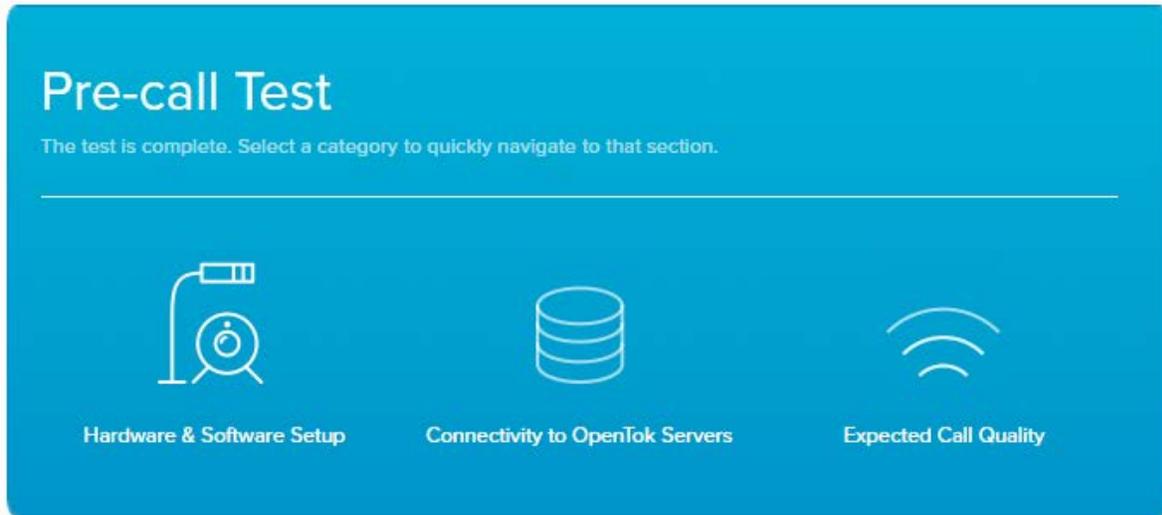
Based on the results, it will make recommendations on the expected audio/video quality, and it will provide steps to troubleshoot any issues.

Video Bitrate Stability
Bitrate over 4sec

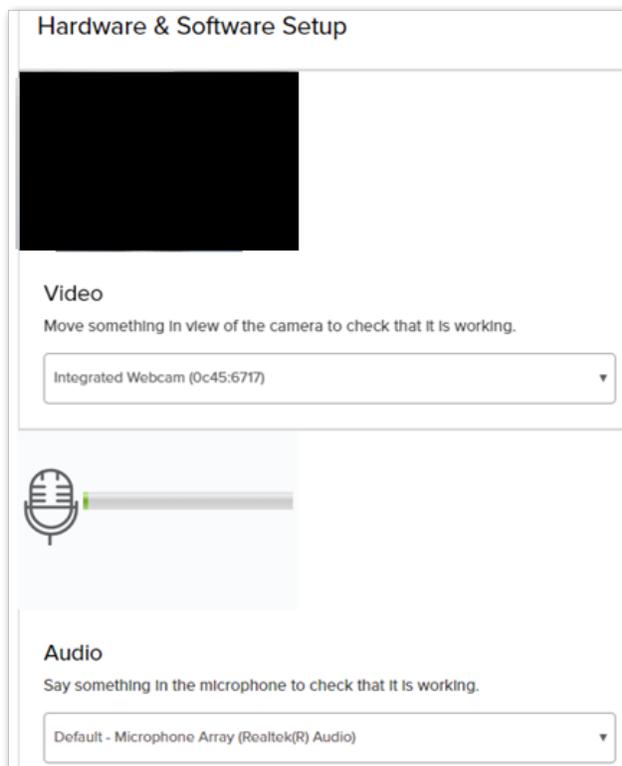
Audio Bitrate Stability
Bitrate over 4sec

The interface displays a progress bar for the pre-call test. Below the progress bar, there are two line graphs. The first graph, titled "Video Bitrate Stability", shows the video bitrate in kbps over a 4-second period, with the y-axis ranging from 0 to 600k. The second graph, titled "Audio Bitrate Stability", shows the audio bitrate in kbps over a 4-second period, with the y-axis ranging from 0 to 60k. Both graphs show a steady increase in bitrate that levels off after approximately 2 seconds.

THE TEST WILL COMPLETE WITH RESULTS



HARDWARE RESULTS



CONNECTIVITY RESULTS

- The 4 results should be all Green

Connectivity to OpenTok Servers

| | |
|----------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  API Server | OpenTok API server - Connected Connects to OpenTok and used for session initialization and signaling. Successfully connected to the OpenTok API server. |
|  Messaging WebSocket | OpenTok Messaging WebSocket - Connected Clients send and receive OpenTok session-related messages using this WebSocket. Successfully connected to the OpenTok Messaging WebSocket. |
|  Media Server | OpenTok Media Server - Connected Clients send audio and video to our media server for intelligent and efficient routing to their destination. Successfully connected to the OpenTok Media Server. |
|  Logging Server | Logging Server - Connected Our logging server collects anonymized data about quality and possible errors. Successfully connected to the OpenTok logging server. |

If all the above fails, Contact your PSR in order to be contacted by the ACC IT Dept for further assistance.