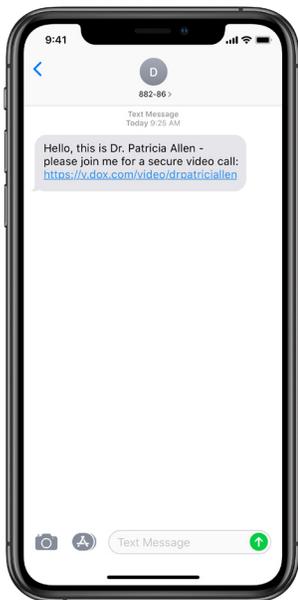




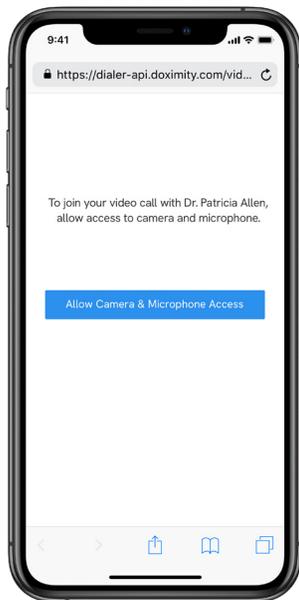
# Dialer Video for Patients

Welcome to Dialer Video! We will be helping you connect face-to-face with your clinician directly from your smartphone or desktop. With no downloads necessary, follow these three simple steps to begin a video visit.

## How To Use Dialer Video



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



You'll then see a screen asking for camera & microphone access (this is so your doctor can see & hear you). Tap the blue 'Allow' button.



Next you'll see your video preview. Tap 'Join Video Call' and you'll be brought into the video call room.



After tapping the 'Join Video Call' button you will be brought into the video call room where your doctor will meet you.

## 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 done without downloading a special app and work with the web browser on your smartphone or computer. We support Safari for iOS Mobile and Google 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 Video Call Quality below.

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

A: Dialer Video relies on text messages to initiate connection. However, with an additional step you can 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 enable your camera and microphone. [Here's how.](#)

## Tips for Good Dialer Video Call Quality

Video calls can be joined using wifi or cellular data. A poor connection on either can lead to a dropped call or inability to connect. Since the invitation to a video call is sent via text, most Dialer Video calls are taken on the phone. Here are some tips to ensure quality calls:



**Check the browser requirements**

Dialer Video works on most modern phones. If in doubt, please check that your browser meets the [minimum requirements](#).



**Try another network**

Slow to connect? Sometimes switching your connection helps. On your phone, go to settings. If having trouble on cellular, turn on wifi and try another call. If vice versa, turn off wifi and try again.



**Move closer to your router**

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



**Disconnect other devices from your network**

Every device connected to your wifi network will take up bandwidth. If your network cannot handle the stress, try disconnecting other devices.

## About Us

Doximity is the largest secure medical network with over a million verified members, enabling collaboration across specialties and every major medical center. Over 75% of all US physicians are a part of Doximity — using our services to connect, communicate, and help improve patient care.

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