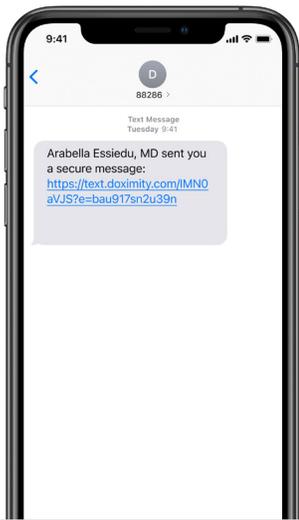




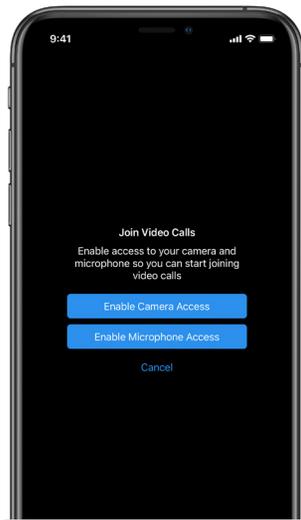
# Dialer Video for Patients

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.

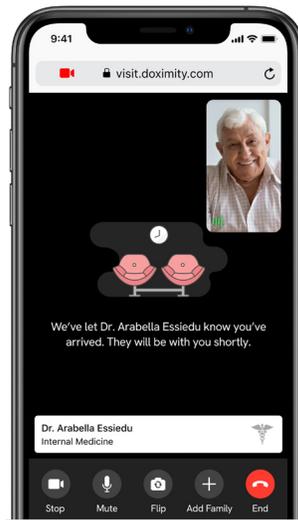
## How To Use Dialer Video



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



Tap the **'Enable'** buttons to grant both camera and microphone access so you can be seen and heard.



Tap **'Join Video Call'** and you'll be brought into the video call room.



You are now in the video call room and connected with your provider.

## 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](#).



### Slow to Connect? Try Another Network

Sometimes connecting with or without WiFi can make a difference.



### Move Closer to Your Router

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



### 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](mailto:support@doximity.com).

For more information, visit [www.doximity.com](http://www.doximity.com).