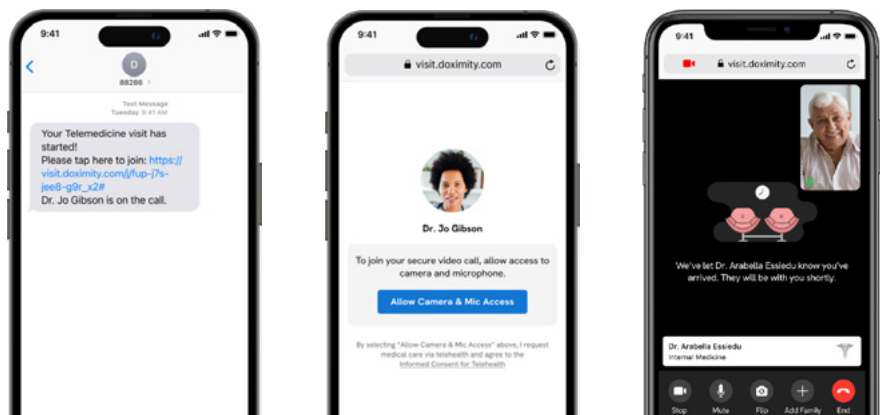


# Dialer Video for Patients

Dialer Video can help you connect virtually with your clinician right from your smartphone or computer. You do **not** need to download any apps to join a call with Dialer Video.

## How to use Dialer Video

First, you will get a text from an **882-86** number with a link inviting you to join a video call.



- 1 Tap the link in the text message.
- 2 Tap the **Allow** buttons to grant both camera and microphone access so you can be seen and heard.
- 3 Tap **Join Video Call** and you will be brought into the video call room.

You should then be in the video call room and connected with your clinician. You may also join the video call on your computer.

# Tips for good call quality

You can join video calls with a Wi-Fi connection or cellular data. Wi-Fi typically provides a better connection. A bad connection can lead to dropped calls or keep you from connecting. Here are some tips to ensure quality calls.

## **Check the browser requirements and your phone software.**

Dialer Video works on most modern smartphones. Make sure you have the latest update for iOS or Android.

## **Slow to connect? Try another network.**

Sometimes connecting with or without Wi-Fi can help. You can also run a [diagnostics test](#) to see if there are any connection issues.

## **Move closer to your router.**

If your signal is bad, moving closer to your router can help you get a better signal.

## **Disconnect other devices from your network.**

If other devices are connected to your Wi-Fi network, try disconnecting them. This can help free up internet bandwidth.

# FAQs

Get answers to frequently asked questions about Dialer Video.

## **What do I need to accept a Dialer Video call?**

You just need your smartphone or computer and an internet connection. You will join Dialer Video calls on your smartphone or computer's internet browser. You do not need to download an app.

Dialer Video is supported on internet browsers including:

- › Safari for Apple devices
- › Chrome and Firefox for Android devices
- › Chrome, Safari, Firefox and Edge for computers

## **I am having trouble connecting to a video call.**

### **What should I do?**

Check to make sure you have a strong internet connection. If you are using a smartphone, you may need to disconnect from the Wi-Fi and use only cellular data.

## **Can I join the video call on my computer?**

Yes. However, Dialer Video relies on text messages to start the connection, so your smartphone will be the easiest way to join.

To join the video call on your computer, [follow these steps](#).

## **I cannot join a video call because my audio and camera are not working. How do I fix this?**

To join a video call, you must give your internet browser access to your microphone and camera. After you join the video call, make sure you tap the Allow buttons to grant camera and microphone access.

If you need more help, [refer to these steps](#).