

Doxy.me Troubleshooting Guide

Like with every new tool, it takes time to understand it and learn how to address operating issues and problems. In an effort to make your experience using Doxy.me as easy as possible, below are a list of common issues you might experience along with a direct link to the steps you can take to resolve them quickly and efficiently.

Audio Issues:

Poor video/audio quality:

<https://help.doxy.me/en/articles/3544172-connection-issues-poor-video-quality>

Doctor can't hear patient:

<https://help.doxy.me/en/articles/2350618-audio-issue-i-can-t-hear-my-patient>

Patient can't hear doctor:

<https://help.doxy.me/en/articles/2423448-audio-issue-my-patient-can-t-hear-me-archive>

Change microphone:

<https://help.doxy.me/en/articles/2378375-how-to-change-the-microphone>

Unclear audio:

<https://help.doxy.me/en/articles/3760118-audio-issue-my-audio-is-unclear>

How to allow camera/microphone access:

<https://help.doxy.me/en/articles/95877-allow-access-to-camera-mic-for-all-browsers-os>

Invite and Check-in Issues:

Patient not in queue but checked in:

<https://help.doxy.me/en/articles/95864-patient-is-not-appearing-in-my-queue>

Email invite not working:

<https://help.doxy.me/en/articles/95944-email-invite-not-working>

Visual Issues:

Poor video/audio quality:

<https://help.doxy.me/en/articles/3544172-connection-issues-poor-video-quality>

Patient can't see doctor:

<https://help.doxy.me/en/articles/2350624-video-issue-my-patient-can-t-see-me>

Doctor can't see patient:

<https://help.doxy.me/en/articles/2350624-video-issue-my-patient-can-t-see-me>

How to allow camera/microphone access:

<https://help.doxy.me/en/articles/95877-allow-access-to-camera-mic-for-all-browsers-os>

**For more information about telemedicine or the Doxy.me bulk subscription,
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