Doxy connection issues: Poor video quality

How to fix choppy video or dropped calls

Doxy is a peer-to-peer video solution, which means that once the video call starts the video data goes directly between the provider and the patient. Doxy.me can have great video quality if BOTH you and your patient have a good internet connection and computer. Older devices, bad internet connection, and not enough bandwidth are the most common reasons why you may experience choppy video.

Here are a few tips both participants can follow to improve video quality during a call:

• **Use a newer computer with plenty of speed.** Sending and receiving video takes a lot of computer power. Old or slow computers will have a harder time processing the video, which can cause choppiness.

• **Restart your computer.** Other software might be using computer power or interfere with your video or microphone. Restarting your computer will assure your computer is ready for video.

• **Close unused apps.** Close background apps or browser tabs before starting a session to lighten the load on your device and make more computer power available. Choppy video during a call can also be caused by CPU over-throttling if your computer is handling multiple tasks at a time. You can check by opening Task Manager on Windows or Activity Monitor on macOS. View the CPU tab, and check to ensure it isn't at 85% or more as that could cause issues.

• **Reduce the video quality in call settings.** Low definition is best for older devices and slower connections.

• **Move closer to your wifi router, and switch to the 5GHz frequency.** This will increase the maximum amount of bandwidth available to your device over a shorter distance.

• **Use an ethernet cable connecting your computer to the router.** This will provide the most stable connection possible. Both participants will need at least 750kbps to connect on a video call, and we recommend 2mbps for a more stable session.

• **Turn off other devices** on the same wifi connection are using high bandwidth activities (e.g., Netflix / Youtube / Skype / FaceTime)

• **Ensure your router isn’t physically obstructed or out of view.** Keep it in the open, and the signal will be stronger.

**COVID-19 NOTICE**
Video quality is NOT impacted by other users on Doxy.me at the same time. It is more likely that others on your Wifi and neighborhood stuck at home are watching Netflix and YouTube burdening your internet service provider (ISP) with traffic. ISP are known to throttle traffic during high congestion times. Netflix and YouTube have reduced their video quality to help reduce internet congestion.