

For a video telemedicine visit with our office, you must have Zoom downloaded on your device, but you **do not need to create a Zoom account**. Zoom usually downloads automatically when you click the meeting link (in the invitation text or email from our office) but you can install Zoom before the appointment on your device here: <https://zoom.us/support/download> Zoom is available to be installed on a laptop, iphone or android device, and **you do not need a Zoom account** to join the session. As long as your device has a front-facing camera and microphone, you can use it. Of course, newer/faster devices are preferred as they will have better quality camera and will transfer data more efficiently.

Go [here to check your wifi speed](#). **Greater than 10 mb/s on download and upload is recommended**. If you are getting less than 10 mb/s, consider changing your network. If you are not getting internet speed greater than 1 mb/sec, you will not have a good experience and we recommend postponing the appointment until you can find faster internet.

Test your device to make sure the settings are correct to work properly with zoom. The easiest way to do this is to **join a test meeting**: <https://zoom.us/test>

- Give your computer/device permission to use the camera and audio.
- Can see yourself in the app. If you see your name, or an icon, then your camera is not on or is not working properly.
- Do not have an external speaker or headphones that will automatically connect unexpectedly.
- Consider using the 'Test my Audio' feature within Zoom: https://support.zoom.us/hc/en-us/articles/201362283-Testing-Computer-or-Device-Audio?mobile_site=true It will have you speak into the microphone, and then it will replay the sound back to you to make sure you can hear it.

Video & Audio Tips

- Try to maximize front-facing lighting, and minimize lighting behind you. Try to have most of your upper torso visible, from about your abdomen and up including your arms
- A common issue is that when you join the meeting, your microphone might be muted. If that is the case, you'll see an icon on the Zoom app with a microphone and a red line through it — click that to unmute it.
- We recommend you use headphones. Headphones reduce echo and mic cutout when the other individual speaks.
- After you join the test meeting you can check your audio settings:
<https://support.zoom.us/hc/en-us/articles/201362623-Changing-Settings-in-the-Desktop-Client-or-Mobile-App>

If you cannot get the audio to work from your device, you can call in to the session. To do so, click Settings -> Switch to Phone Audio and it will give you details on a phone number to call and code to enter to join. To do so: <https://support.zoom.us/hc/en-us/articles/201362663-Joining-a-Meeting-by-Phone>