### DEVICE & CONNECTION GUIDE

Last updated 1/29/20

#### COMPUTER/ LAPTOP

- Update your browser to the **most recent version**.
  - Please note: Internet Explorer and Microsoft Edge are NOT supported.

#### ANDROID

- Update your device to the most recent operating system (**version 8 or later**).

#### iPHONE/iPAD

- Make sure you are using an **iPhone 6, or later**.
- Update your device to the most recent operating system (**version 11 or later**).

### INTERNET & WIFI

- We recommend using a secure and private internet connection (or cellular service on your mobile device). If you are in a corporate office, firewalls often block the video connection. Turn off WiFi and refresh your page on a cellular device, or try another secure WiFi network on your computer.

### AUDIO & VIDEO

- Device must have **front-facing camera**.
- Allow browser access to **camera and microphone**.
- Earphones **must have a microphone**.
- Turn device volume up.

### TO JOIN VISIT

- Provider login: [connect.ottohealth.com](http://connect.ottohealth.com).
- Patients join via emailed or texted link.
- **No app needed.**

### NEED HELP?

- Run a quick test prior to your Virtual Visit: [connect.ottohealth.com/video/test](http://connect.ottohealth.com/video/test)
- Visit the tech support page: [ottohealth.com/techsupport](http://ottohealth.com/techsupport)