



Your technical guide to Updox

This guide will help troubleshoot compatibility issues you may experience. Keep this guide handy and refer back as needed.

UPDATED 05/19/2020

Visit status.updox.com to receive email notifications whenever Updox creates, updates or resolves an incident.

Sections covered in this technical guide:

01

Supported Devices

02

Supported Browsers

03

Operating Systems

04

Network Settings

Welcome to Updox

This guide will help your practice and patients with the basic technical requirements for Updox. When getting started, your practice should review this short guide to ensure computers, tablets and mobile phones are ready. Also, keep this guide handy to assist patients.

Click here for a quick and easy way to if your practice meets the technical requirements: <https://help.myupdox.com/help/videochat-devicetest>

01

Supported Devices

NOTE Check your devices for compatibility with Updox Telehealth. While we try to support as many devices as possible, please check compatibility for your device.

- Desktop or laptop computer with webcam and microphone
- Smart phones:
 - *Samsung: Galaxy s7 and up*
 - *One Plus 3t and up*
 - *Google: Pixel 3+*
 - *Apple: iPhone 7+ and up*
- Tablets:
 - *Android (Oreo and above)*
 - *Apple iPad (w 12 and above)*

QUICK TIP Make sure your device has the most up-to-date operating system. Each device may use privacy settings that should be reviewed.

02

Supported Browsers

NOTE Check your browser for compatibility with Updox.

- Chrome v. 74 or newer: Windows, Mac, and Android (Preferred browser for PC)
- Microsoft Chromium Edge v. 80 or newer: Windows
- Firefox v.73 or newer : Windows, Mac, and Android
- Safari: IOS 11+ and Mac OS 10.10+ (Preferred browser for iPad and iPhone)
- Samsung Internet Browser v. 10 or newer: Android

QUICK TIP Make sure your browser has the most up-to-date version. For example, when using Chrome, click into settings (three vertical dots in upper right hand corner) and click on 'About Chrome'.

03

Supported Operating Systems

- Windows 8.1 and up
- Windows Server 2012 and up
- Mac OS 10-10+
- iOS 11+
- Android Oreo+

QUICK TIP Consult with your IT team if you are unsure of your current version.

Network Settings

NOTE We recommend using a strong Wi-Fi internet connection for best quality video streaming and communication as applicable. If you do not have access to a strong Wi-Fi signal, you may use cellular data to participate in a Video Chat visit. Slow connection may occur due to data plans and carrier speed throttling.

If your practice's network has a firewall, verify the following:

- <https://myupdox.com> is unblocked
- IP ranges 198.167.186.196 through 198.167.186.206 are unblocked
- SSL port 443
- Port: 80 and Port: 443
- Component: RTP Ports: 10,000 - 60,000
- Protocol: UDP

QUICK TIP Interruptions in internet and cellular connectivity in your area may cause brief delays, so if you or a patient is experiencing slowness, check both sides.