Updox Technical Guide

Your Technical Guide to Updox

This guide will help troubleshoot compatibility issues you may experience.

Sections covered in this technical guide:

- Supported Devices
- Supported Browsers
- Operating Systems
- 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 below for a quick and easy way to if your practice meets the technical requirements:

https://myupdox.com/ui/video-chat/test

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
- Smartphones:
    - Samsung: Galaxy s9 and upGoogle: Pixel 3+
    - Apple: iPhone 8+ and up • Tablets:
    - Android 9+
- 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.*

Supported Browsers

Fully Supported Browser Versions

Fully Supported Browser Versions

Browser	Version	Operating System
Chrome - Desktop	129	Windows/OSX
Chrome - Mobile	129	Android (Samsung devices)
Firefox	131	Windows/OSX
Safari - Desktop	16.5	OSX
Safari - Mobile	17.4	iOS
Edge	131	Windows

Non-Supported Browser Versions

Browser	Version	Operating System
Internet Explorer	All Versions	Windows

> **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 the upper right-hand corner) and click on 'About Chrome'.*

Supported Operating Systems

- Windows 10 or newer
- Windows Server 2016 or newer
- 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 198.167.186.224 /27 through 198.167.186.192/26 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.*