

Remote Sessions

Remote sessions require downloading the Zyto app and Zoom. You will also need to have Windows program on your computer. Version 7, 8, 9, or 10. Follow the instructions below to do this.

DO THESE STEPS NOW IN PREPARATION FOR YOUR APPOINTMENT:

Step 1. *Before* plugging in your cradle, be sure that Windows has run all necessary updates. Windows updates can be triggered by typing “windows update” into the search bar in your start menu or taskbar and choosing “Windows Update”. Let all critical updates install *before* plugging in the cradle. If your computer starts to do updates during your appointment, we will have to stop the appointment and reschedule as these updates can take a long time to complete.

Step 2. Go to zyto.com/remote to download and install the Zyto Remote App. Go to zyto.com. Scroll to bottom of page. Select “download software” under the word support. On the next page that opens up, scroll once again to the bottom of the page and under “other downloads” select “Zyto Remote app”. Continue with the download.

Step 3. Plug your Zyto hand cradle into a USB port of your computer.

Step 4. Go to the following website. speedtest.net. Run this test to check your internet speed. A speed of 10 or greater is generally needed to run a remote session. This needs to be for *both* the upload and download speed. The upload speed is actually more important than the download.

Step 5. Double click the Zyto Remote App on your desktop. The app will open and ask for a code. You will not receive a code at this time. You will receive this code ***at the time*** of your appointment, not before.

Step 6. Go to zoom.com. Click orange box at the top of the page that says “sign up, it’s free”. Follow the steps. This will enable you to see our computer screen during your appointment. Please call us if you have any questions or problems.

DO THE FOLLOWING STEP 10 MINUTES BEFORE THE START OF YOUR APPOINTMENT:

You will not receive a call from us. We will just communicate thru zoom. Before the start of your appointment, you will need to sign into zyto and zoom. For zyto, just open up the app and you will receive the zyto code from us at the start of your appointment. For zoom, click on your zoom desk icon or go to zoom.com and click “join a meeting”. Here is the sign in information:
ID----732 979 2525 Password----suttonbio