

KEVIN CHADBOURNE DOWNS

LICENSED ADDICTION COUNSELOR

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Client TeleCounseling FIVE EASY Steps:

1. **Type** in "<https://doxy.me/mrkev>"
2. You will **now be in the: "Welcome"** room
3. **Type** in your: " Name"
4. **Click on:** "Check in"
5. **Wait** until Mr. Kev joins you

Below are 5 Tips that Can Improve Call Quality:

1. **Restart your computer before a call.** Other software might be using computer power or interfere with your video or microphone. Restarting your computer will assure your computer is ready for video.
2. **Use fast internet with ethernet cable.** Video quality adapts to internet speed, so the faster your internet connection, the better the video quality you will experience.
3. **Use a newer computer with plenty of speed.** Sending and receiving video takes a lot of computer power. Old or slow computers will have a harder time processing the video, which can cause choppiness.
4. **Use low resolution.** If you are experiencing poor quality, try lowering the resolution. By doing this it requires less bandwidth and computer power, resulting in less choppiness during your call.
5. **Use headphones.** Typically your computer will automatically eliminate echo or audio feedback so you don't hear yourself talking. But if it happens, have the participant and yourself use headphones.

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