

# Quick Reference Guide

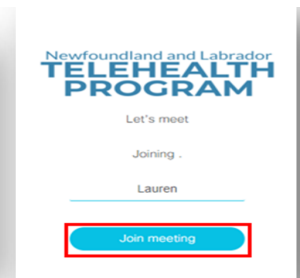
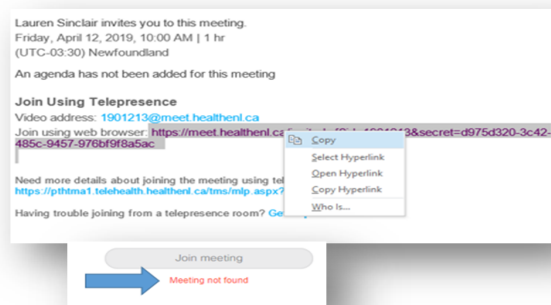
## WebRTC

### Before Your Telehealth Call

- Ensure you have a supported browser installed.
- Supported browsers/devices include: Microsoft Edge, Firefox, Google Chrome, Safari for Mac, Apple iPad, Apple iPhone, Android tablet or smart phone. **Please note that Internet Explorer is not a supported browser.** Please contact your local IT department if you require a supported browser to be installed.
- Ensure your device is video capable.

### How to Join the Call

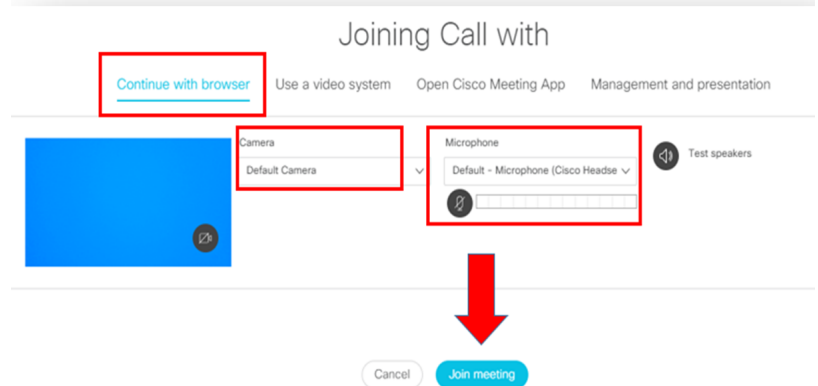
- You will receive an email with the call information and a link.
- **Copy and paste the web browser link into one of the supported browsers or connect from a supported device.**
- Type in your name.
- Click 'Join meeting.' If it is not time for the meeting you will see 'Meeting not found.'
- You will be able to join the call up to 5 minutes prior to the time of the scheduled meeting/appointment.



### Audio/Video Options

#### To select or change audio/video options

- Select video options from the 'camera' drop down menu.
- Select audio options from the 'microphone' drop down menu.
- If using a headset, choose the speaker and microphone for that headset.
- Click 'Join Meeting.'



#### To change audio/video options

If you are using a headset, mute your computer audio to avoid audio disturbance and feedback:

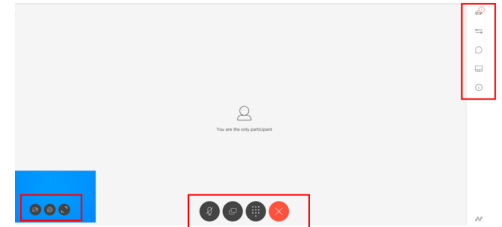
- On lower right corner of computer screen, click the 'audio' icon.
- In pop-up window, click the 'microphone' icon.



**Note:** Changing audio/visual settings during a call can create audio feedback/visual disturbance. If you encounter disturbance, please leave and rejoin the call.

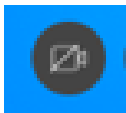
## Menu Options

Several menu options appear during a call. These icons may become hidden during the call; click in the call window to have icons reappear. Scroll mouse over each icon to view menu option name.

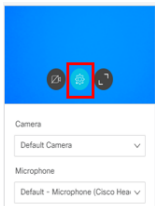
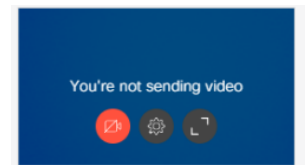


## Menu Icons

Below you will find a guide as to the function of each menu icon.



**Video** - enables/disables your video capability. If your video capability is on, click this button to disable your video (button will turn red). Click this icon again to resume video.



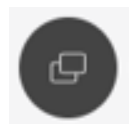
**Media Settings** - allows you to adjust video/audio settings during the call. Note that changing these settings during the call may cause visual/audio disturbance. If you experience disturbance, please leave and rejoin the call.



**Maximize** - allows you to maximize your self-view video in the main window. Click this icon again to minimize your self-view video.



**Microphone** - will mute/unmute your audio. Please note that although other participants cannot hear you while you are muted, they may still be able to see you.



**Share Screen** - gives you the ability to share content with other participants on the call. Please see the 'Content/Screen Sharing' section below for more details.

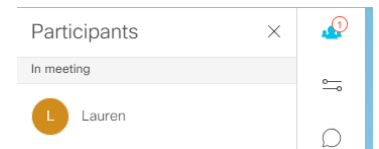


**Leave Meeting** - allows you to leave the call.

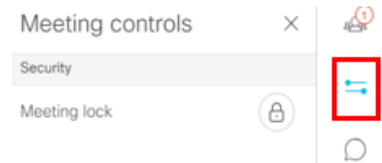
## Menu Icons Continued



**Participant** - will allow you to see the participants who are on the call. The number in the circle will identify how many participants are on the call.



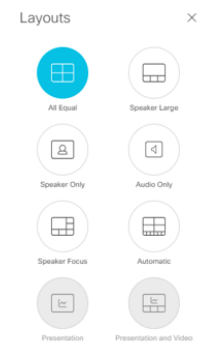
**Meeting Controls** - will open up the option to lock the call. Click on 'Meeting Lock' once all the participants have joined the call. Please note that once you click 'Meeting Lock', no other participants will be able to join the call. The lock icon will turn blue when the call is locked.



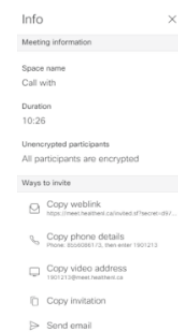
**Chat** - will allow you to chat with other participants during the call. There will be a red dot on the 'Chat' icon if you have a message waiting.



**Layouts** - will provide you with various options for your call window layout. Click on the desired layout for the call.



**Info** - provides you information about the call and also gives you options to copy the weblink and copy the meeting invitation, etc.

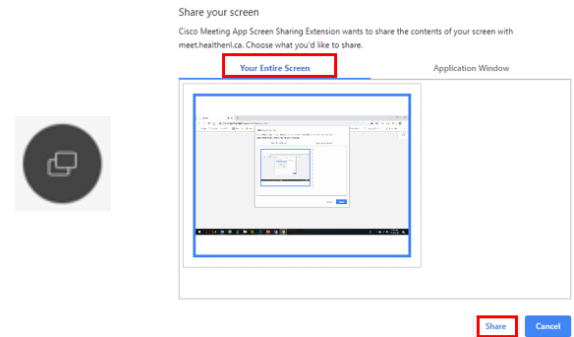


## Screen/Content Sharing

During a call, you are able to share your screen/content:

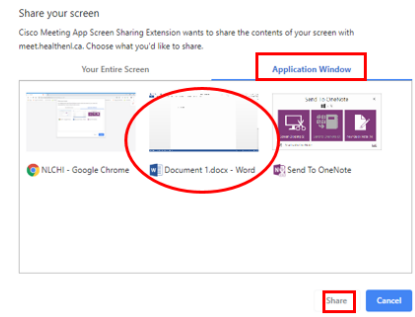
### Share Screen

- Click the 'Share Screen' icon from the options menu.
- If you would like to share your entire screen, select 'Your Entire Screen' and click 'Share.'



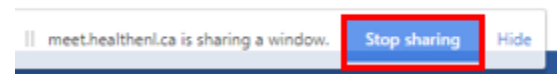
### Share Application

- Select 'Application Window' and then select the application you would like to share and click 'Share.'

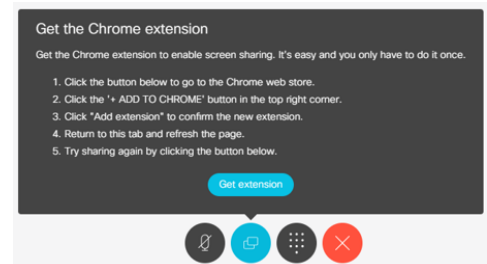


### Stop Sharing

- To stop sharing your screen/content, click 'Stop sharing.'



**Note:** If you are using Web RTC in Chrome, you may be asked to download a 'Chrome Extension' in order to share content/screen. Follow the directions you are prompted with. You may be required to leave and rejoin the call in order for screen sharing capability to function after downloading 'Chrome Extension.'



## How to Leave a Call

- Click the 'Leave Meeting' icon.

Note: Leaving the meeting does not end the call. The call will end once all participants have left.

