Room-System Calls via a PC or Mac

When videoconferencing with a room-based system (also known as a legacy or H.323 video system), it is always best to schedule the call using Ncompass. This ensures that the room is available and will not be in use (hence avoiding a potential privacy incident).

Note: These instructions apply to one-on-one calls (point-to-point). If you want to start a group call (multi-point), use the [Ncompass Scheduling](#) service or the [OTNinvite](#) feature.

> **!** **When calling a room-based system,** always confirm that they are expecting your call, to avoid a privacy breach.

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For further assistance and technical support, contact OTN Technical Support
Phone: 1-855-654-0888 **Email:** techsupport@otn.ca

1 Making an Unscheduled Direct Call

You can make an unscheduled direct call (also known as an ad-hoc or on-demand call) by using the 'Connect to...' button at the top of the Events List (or the Favourites Panel).

You may not call any individual or video system that is not expecting your call. By clicking 'Connect', you are confirming that the individual or system you are calling is expecting your call.

1.1 Using the 'Connect to...' Button

1. Log in at otnhub.ca 🗗, go to the **Videoconference** service and click at the top of the **Events List** panel.

   A **Call Settings** panel appears.

2. In the **Search** field, type a few characters of the system's name, its site name or the organization's name.

   A list of matching names appears as you type two or more characters.

3. Look for the desired system name in the **Search Results** list and click the name to select it.

   The **Call Settings** panel updates:

   The selected name appears in the text box with a Favourite indicator.

   • If the system is not yet a favourite, the icon is blue (🟦).
     Click to add to your Favourites.

   • If the system is already a favourite, the icon is orange (🟧).
     Click to remove from your Favourites.

   The large icon (🖥) in the centre of the panel displays the system status.

   • If the status is online (✅), continue with the next steps.

   • If the status is busy (⛔) or offline (❌), you cannot call them. Try again later.

4. To identify the various **Call Settings**, click each link in the settings sentence and select an option or fill in the field as described in the table below. This information is needed for reporting and tracking purposes.

Figure 1: Events list connect button

Figure 2: Non-clinical call details with a room-system selected
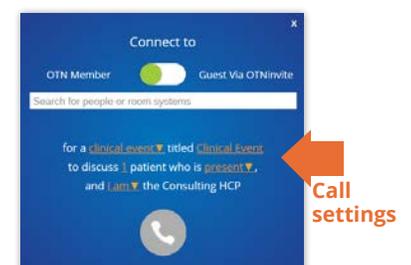
Figure 3: Clinical call settings with default values

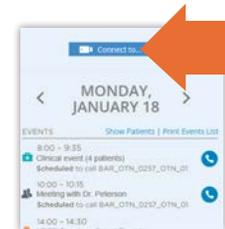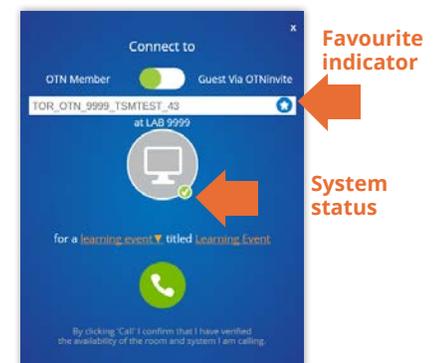| Field	Description
Call Purpose	**Clinical** events involve at least one health care provider and one or more patients who are discussed or participate in the call.
	Learning events involve a speaker and an audience, such as conferences, workshops, interest group sessions, training programs, or lunch and learn sessions.
	Meeting events involve organizational, operational, or management content such as committees, working groups, project status reports, or interviews.

| Field	Description
Title	An optional field. Type a meaningful title in the field and to ensure readability use a title that is less than 100 characters.
Number of Patients	Appears for **Clinical** events. If more than one patient will be seen (or discussed) during the call, type the number of patients.
Patient Present?	*Required for* **Clinical** *events.* Defaults to 'present'. If no patients will be present during the call, select 'not present'.
'I am' or 'I am not' the Consulting HCP	*Required for ad-hoc* **Clinical** *events (i.e., unscheduled or on-demand).* Identify your role in the videoconference by selecting whether you are the consulting health care professional.
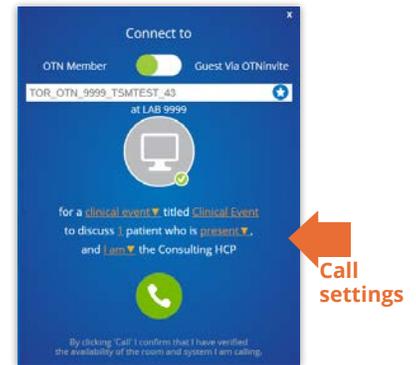
Call settings

Figure 4: Clinical call settings with default values

5. To initiate the call, click the **Call** button (📞).

    If the system you are calling is powered on and available, an alert appears on its screen to notify anyone in the room about the call. The room-based system automatically answers and the videoconference window appears (Figure 5).

    If your call cannot be connected, an error message appears (Figure 6)

6. While in a videoconference, you can use the controls at the bottom of the video window to mute your microphone or turn off your camera and access other video window settings.

    For detailed instructions about the video window and its controls, see Using the Video Window 🔗 available from eVisit (Videoconference) Help 🔗.

7. When you have finished the videoconference, click the **End Call** button (📞) to disconnect.

    Or the person using the room-based system can use the Disconnect button on their system's remote control.

Video window controls

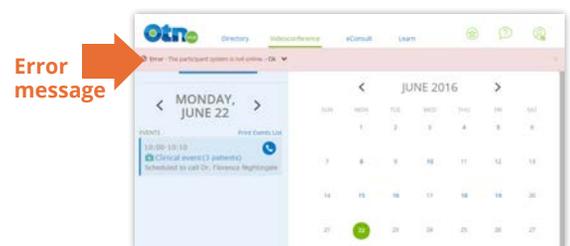**Figure 5:** Videoconference in session

Error message

Figure 6: Error message - system unavailable

1.2 Calling Using Favourites

1. Locate the desired system in your **Favourites** list and click the name.

   • An action bar appears under the favourites entry.
   • The system's status appears (online ✓, busy ⊖ , or offline ✕).

2. If the system's status is online (✓), click the **Connect** button (⬛) in the action bar underneath the Favourite's name (Figure 7). (If the status is busy ⊖ , or offline ✕, you cannot call—try again later.)

   A **Call Settings** pop-up appears (Figure 8).

3. To identify the various **Call Settings**, click each link in the settings sentence and select an option or fill in the field as described in the field descriptions on page 2. This information is needed for reporting and tracking purposes.

4. To initiate the call, click the **Call** button (📞).

   If the system you are calling is powered on and available, an alert appears on its screen to notify anyone in the room about the call. The room-based system automatically answers and the videoconference window appears (Figure 9).

   If your call cannot be connected, an error message appears.

5. While in a videoconference, you can use the controls at the bottom of the video window to mute your microphone or turn off your camera and access other controls.

   For detailed instructions about the video window and its controls, see the user guide, Using the Video Window ⬀ available from eVisit (Videoconference) Help ⬀.

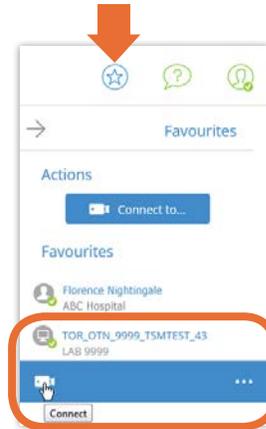6. When you have finished the videoconference, click the **End Call** button (📞) to disconnect.

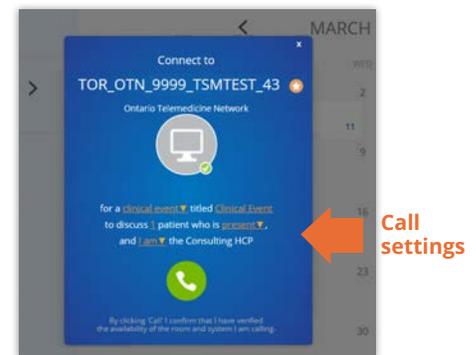**Figure 7:** Favourite with action bar and connect button

Figure 8: Call settings pop-up

Video window controls

Figure 9: Video in session

1.3 Restarting a Disconnected Unscheduled Call

If you are participating in an unscheduled videoconference and the call is accidentally disconnected, you can easily restart (reconnect) without having to fill in the **Call Settings** information again.

1. Return to the **Calendar and Events List**.

2. In the **Events List**, locate the event listing that appears with the time you made the original call.

3. To initiate the call, click the **Call** button (📞).

   If the system you are calling is powered on and available, an alert appears on its screen to notify anyone in the room about the call. The room-based system automatically answers and the videoconference window appears.

4. When you have finished the videoconference, click the **End Call** button (📞) to disconnect.

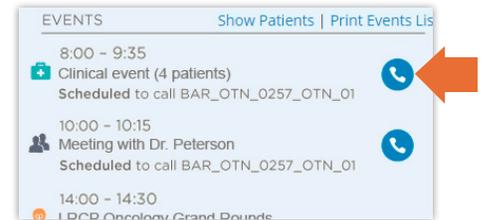   Or the person using the room-based system can use the Disconnect button on their system's remote control.

Figure 10: Events list

Figure 11: Videoconference in session

2 Joining a Scheduled Video Call

If you are a participant in a scheduled videoconference, the event will appear on your Calendar and Events List. **On the scheduled date of the event**, a call button appears (and if requested, an auto-connect indicator).

2.1 Joining via an Event Listing

On the scheduled date, a **Call** button ( ) appears in the **Events List** and in the **Event Details** screen. You can use this to join the videoconference.

- For *one-on-one* calls, the Call button is active throughout the day of the event.
- For *multi-point* calls, the Call button is active only for the duration of the event (that is, between the event's start and end times).

You do not have to fill in a **Call Settings** screen because this information was provided when the event was scheduled.

Figure 12: Events list

If the videoconference is set to **auto-connect**, an indicator appears and at the scheduled start time, you will receive an invitation message. See Auto-Connected Calls on page 7.

1. Go to the **Calendar and Events List**.

2. In the **Events List**, locate the event listing for the videoconference (Figure 12).

3. To initiate the connection, click the **Call** button ( ).

   If the system you are calling is powered on and available, an alert appears on its screen to notify anyone in the room about the call. The room-based system automatically answers and the videoconference window appears.

Video window controls
Figure 13: Videoconference in session

4. While in a videoconference, you can use the controls at the bottom of the video window to mute your microphone or turn off your camera and access other video window settings.

   For detailed instructions about the video window and its controls, see Using the Video Window available from eVisit (Videoconference) Help .

5. When you have finished the videoconference, click the **End Call** button ( ) to disconnect.

   Or the person using the room-based system can use the Disconnect button on their system's remote control.

2.2 Auto-Connected Calls

A scheduled videoconference in your calendar might be set to start automatically. This happens when:

• The organizer of a one-on-one videoconference specifically sets the event to start automatically.

• The event is a multi-point videoconference (*e.g.*, three or more participants).

> ⚠ To receive auto-connect calls, you must be signed in at otnhub.ca 🔗 and have the browser window open.

1. Locate the event in your **Events List** or view the **Event Details**. On the day the event is scheduled, both an auto-connect message and a **Call** button (📞)* appear.

2. At the scheduled start time both parties receive an **Incoming call** message.

3. To connect and join the call, click the **Answer** button (📞).

   A video window opens (Figure 16).

   When both parties have answered, the video call can begin.

4. If one of the parties doesn't answer, the connection attempt stops and both parties receive a **Missed Call** message (Figure 17).

5. If you missed a call and want to try connecting again, go the **Event Details** page or locate the event in your **Events List** and click its associated **Call** button (📞)*.

6. While in a videoconference, you can use the controls at the bottom of the video window to mute your microphone or turn off your camera and access other video window settings.

   For detailed instructions about the video window and its controls, see Using the Video Window 🔗 available from eVisit (Videoconference) Help 🔗.

7. When you have finished the videoconference, click the **End Call** button (📞) to disconnect.

   Or the person using the room-based system can use the Disconnect button on their system's remote control.
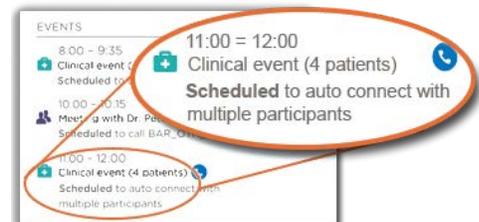

Figure 14: Event details auto-connect message

Figure 15: Events list auto-connect message
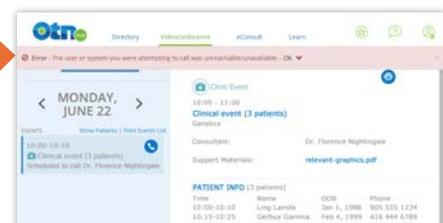

Figure 16: Incoming call message followed by videoconference in session

Figure 17: Missed call message

* For *one-on-one* calls, the Call button is active throughout the day of the event.
For *multi-point* calls, the Call button is active only for the duration of the event (that is, between the event's start and end times).