

User-to-User Calls via a PC or Mac

A user-to-user video call involves just you and one other videoconferencing user; no additional participants can join the call. While you are in the call, you cannot attend another videoconference or place another call.

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 another user, the person you are calling:

- Must be a registered OTNhub user, and
- Must be signed in at otnhub.ca and have the browser window open.

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For further assistance and technical support, contact OTN Technical Support

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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.

You can make an unscheduled call to another OTNhub Videoconference user at any time. The person you are calling can choose to accept or decline the call.

1.1 Using the 'Connect to...' Button

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

A **Call Settings** pop-up appears.

2. In the **Search** field, type a few characters of the person's first or last names or their organization's name.

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

3. Look for the desired contact 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 contact is not yet a favourite, the icon is blue (★).
- If the contact is already a favourite, the icon is orange (★).

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.

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

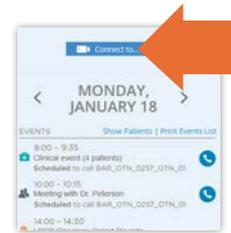


Figure 1: Events list connect button

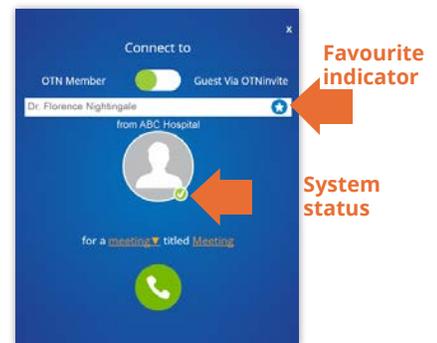


Figure 2: Non-clinical call details with a user selected

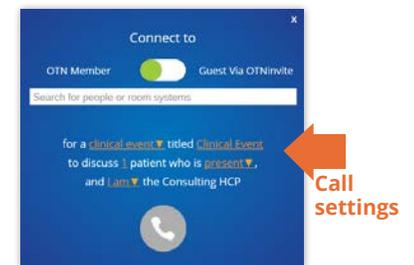


Figure 3: Clinical call settings with default values



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?	<i>Required for Clinical events.</i> Defaults to 'present'. If no patients will be present during the call, select 'not present'.
'I am' or 'a third party is' or 'system name is' the Consulting HCP	<i>Required for ad-hoc Clinical events (i.e., unscheduled or on-demand).</i> Identify the HCP role in the videoconference by selecting whether you, the person you are calling, or a third party is the consulting health care professional.

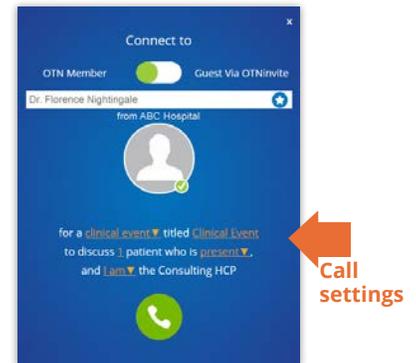


Figure 4: Clinical call settings with default values

- To initiate the call, click the **Call** button (📞).
 - The person you are calling receives an alert on their screen to notify them of the call. When they answer, a videoconference window appears (Figure 5).
 - If the person you are calling does not answer your call, you receive a message (Figure 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 controls.

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

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



Figure 5: Videoconference in session

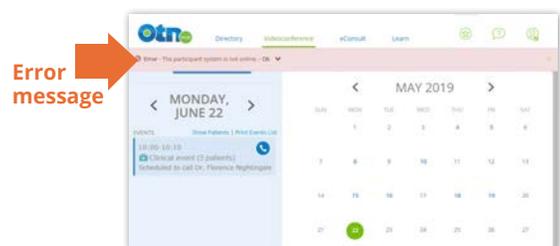


Figure 6: Error message - system unavailable

1.2 Calling Using Favourites

1. Locate the desired contact in your **Favourites** list and click the name.
 - An action bar appears under the favourites entry.
 - The user's status appears (online ✓, busy ⚡, or offline ✕).
2. If the user'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 (📞).
 - The person you are calling receives an alert on their screen to notify them of the call. When they answer, a videoconference window appears.
 - If the person you are calling does not answer your call, you receive a message.

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.

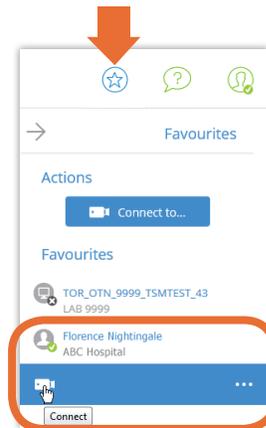


Figure 7: Favourite with action bar and connect button

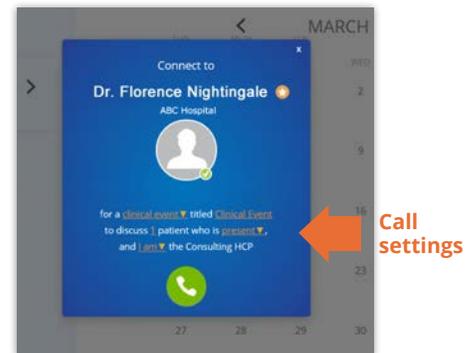


Figure 8: Call settings pop-up



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 (📞).
 - The person you are calling receives an alert on their screen to notify them of the call. When they answer, a videoconference window appears.
 - If the person you are calling does not answer your call, you receive a message.
4. When you have finished the videoconference, click the **End Call** button (📞) to disconnect.

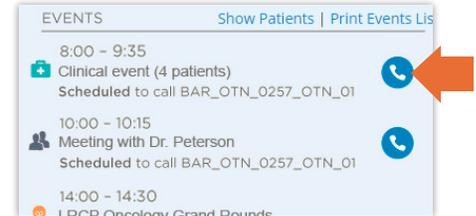


Figure 10: Events list



Figure 11: Video 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 and, if requested, an auto-connect indicator appear.

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.

If the videoconference is set to **auto-connect**, an indicator appears and at the scheduled start time, you will receive an invitation message. 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 start the call, click the **Call** button (📞).
 - If the person you are calling is online and available, they see an alert on their screen to notify them of the call. When they answer, the videoconference window appears.
 - If the person you are calling is offline or on another call, an error message appears and the call does not go through.
 - If the person you are calling does not answer your call, you receive a message.
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 (Figure 13).

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.



Figure 12: Events list



Figure 13: Videoconference in session

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 controls. 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.



Figure 14: Event details auto-connect message



Figure 15: Events list auto-connect message



Figure 16: Incoming call message followed by videoconference in session

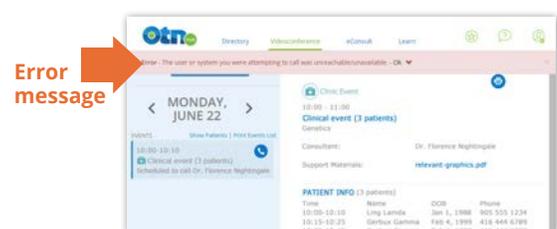


Figure 17: Missed call message

- * 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).