Your email invitation and the Pexip app enable you to join a videoconference using your Android device (tablet or smart phone) and a mobile broadband or Wi-Fi connection. Your email invitation contains a link, which is your key to gaining special access to the videoconference. It is a unique and secure link. The videoconference organizer might also give you a PIN for additional security, as only those with the PIN can join the conference.

To help ensure your privacy and security, be sure to understand the risks and follow the best practices described in Video Visit Privacy and Security 🗗.

Table of Contents

Technical Requirements

Equipment & Connection	Testing Your Internet Speed
• Android version 7 or higher • Wi-Fi or 4G-LTE service Minimum Internet speeds: • Upload: 768 Kbps - 1 Mbps per call • Download 5 Mbps	• Call your internet service provider and ask for a test, or • Use the Test Your Device feature accessible from your email invitation

Tips for Quality Videoconferencing

• Use your **front-facing camera** and center yourself in the video. If you have a stand for your device, use it. The camera should broadcast you straight on so that you appear to be making direct eye contact.

• Make sure there is **enough light**. More light equals better details. If your area looks a little dark, either turn on more lights or set up a lamp that can add some light. Avoid sitting in front of a window.

• Close all programs on your device except those necessary for your videoconference, to free-up your computer's resources.
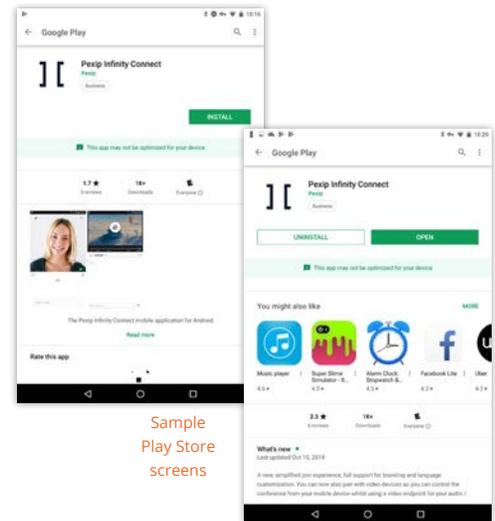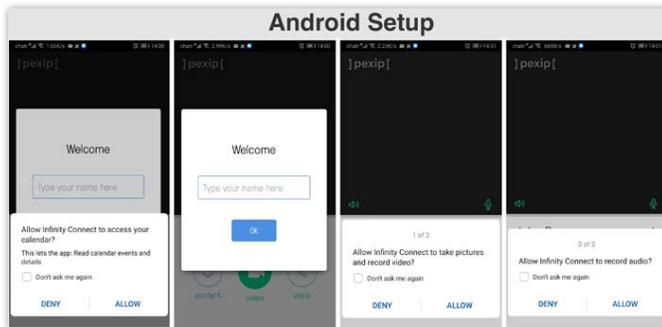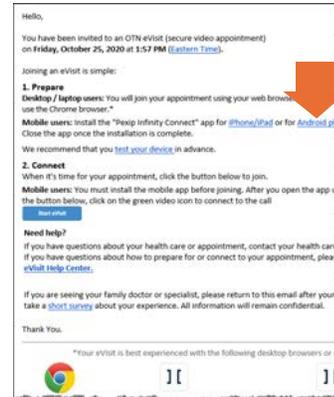
? Need Help?
Contact OTN Technical Support: **1-855-654-0888**

Installing the App

Your email invitation contains the link you need to install the Pexip app, which is available free from the Google Play store.

1. Open your email invitation and tap the **Android phone/tablet** link.

   A Google Play Store "Pexip Infinity Connect" screen appears.

2. Tap the **INSTALL** button to download/install the app and follow the on-screen prompts.

   You do not need to open the app – return to your email invitation when you are ready to start your eVisit.

Sample email invitation

Sample Play Store screens

Android Setup

Sample Pexip app install and setup screens

Joining a Videoconference

Your email invitation contains the link you need to join the videoconference. The person who sent you the invitation email might also supply you with a Personal Identification Number (PIN), for privacy and security reasons. When you log in, you also need to provide your name.

Notes: (1) These steps describe a first-time experience. If you have previously joined a videoconference, the permission and Name pop-ups will not appear.

(2) Before you start, **turn off** the device's battery saver mode ⧉.

1. Open your email invitation and tap the **Start eVisit** link (it might appear as a button or as a text link).

   A **Welcome to eVisit** screen appears.

2. Tap [Open my eVisit event].

   An **Pexip** screen appears, and if it's your first time using the app, it is followed by three permission pop-ups.

3. Tap **Allow** to permit access to video, audio, and calendar.

   A Pexip app "*You're invited to*" video screen appears with your self-view and three options.

4. Type your name in the **Name** field.

5. Tap the **Video** 🎥 option.

   If no PIN is required, skip to step #7.
   If a PIN is required, a **PIN** dialog box appears.

6. Type the **PIN** given to you by the videoconference organizer and then tap [Join].

7. When connected, a video window appears.
   • If you are the first participant to enter the conference, you will see a "*Waiting for the host...*" image in the large panel and your self-view at the top right.
   • After the host joins, you will be connected and see both them and your self-view.
   • For a description of the video window and its controls, Using the Video Pane on page 4 .

8. To end the conference:
   i. Tap anywhere in the video image to view the control bar and then tap the **End Call** button ⏻.
   ii. Click [Disconnect] in the confirmation pop-up.
   iii. Tap the Android's Home button to exit the app.
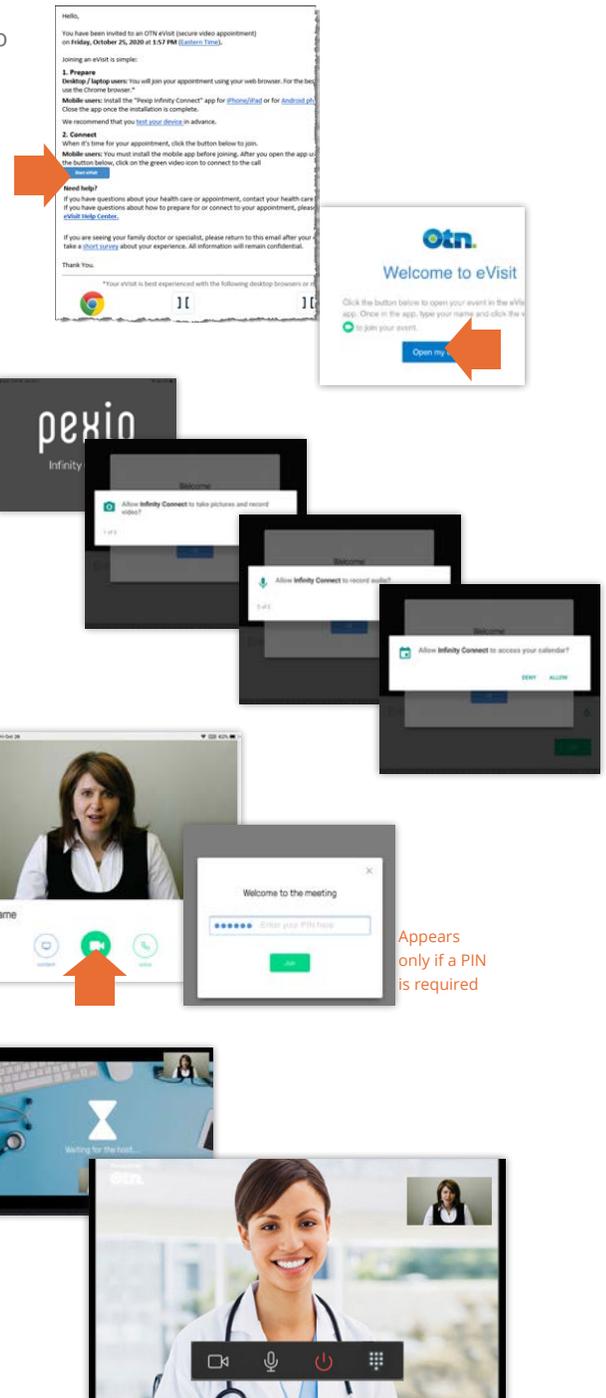
Appears only if a PIN is required

Note: If you try reconnecting but remain in the "waiting room" (that is, the *Waiting for the host...* screen continues to appear), it could be because the host has locked the conference. Contact the host to ask if they could unlock the event.

Using the Video Pane

The video pane contains several tools to help you control your video session. Specifically a control bar and a participants panel.

Video Control Bar

When you are in a call, a self-hiding **Control Bar** appears below the video image. The Video Control Bar remains visible for only a couple of seconds and then it hides.

1. To view the **Control Bar** when it's hidden, tap once anywhere in the main part of the screen.

2. To hide or view your self-view, tap the self-view picture-in-picture.

3. Tap an icon to toggle through its functions as listed below.

Video control bar

Video pane with control bar
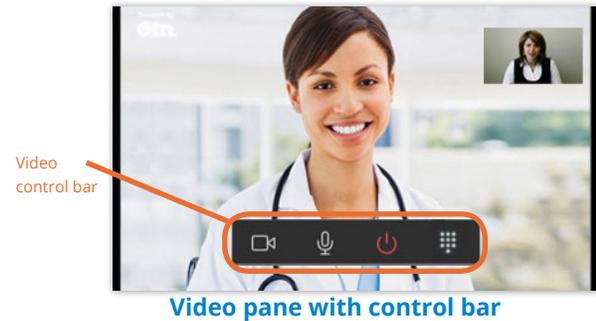
| Icon	Description
🎥	**Camera** - broadcast image on or off. 📵 You've put yourself in privacy mode. (You see/hear others but they cannot see you.)
🎤	**Microphone volume** - on or muted. 🔇 You've muted your microphone.
⏻	**End call**: Disconnects the call.
⌗	**Keypad**: Ignore this option. It is not relevant for video visits.

Participants Panel

After the host joins a videoconference, the Participants Panel lists everyone involved. This panel is also where you can change the peripherals in use.

To view or hide the Participants Panel on a **tablet**, tap the show/hide arrow ▶ on the left side of the video image. On a **phone**, the participants panel is available only when the device is in a vertical orientation and is always in view.

Participants panel

Show/hide participants panel (available only on a tablet in landscape position)

Video on a tablet
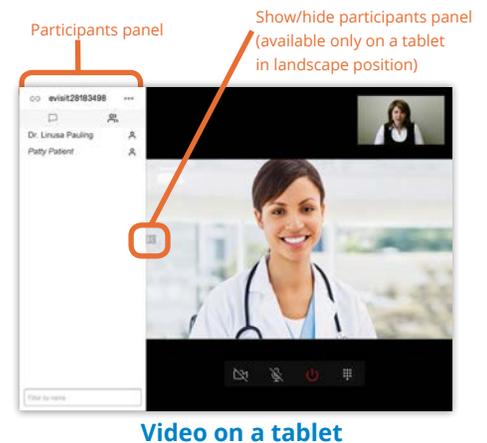
Icon	Description
💬	Tap to view a **chat** panel. The chat feature is disabled for video visits.
👥	Tap to view the **Participants** panel.
👤	Identifies a **participant**.
•••	**More Options**: Opens a menu with additional options. To access options for your camera, microphone, and headset, tap 🎥 **Select media devices**. To close the **Control** options, tap the ← at the top-left of the panel.
	• **Front Camera / Back Camera** toggles between activating the two cameras. • **Microphone / Headset** toggles between microphone peripherals used by your iOS device. • **Speaker / Headset** toggles between microphone peripherals used by your iOS device.

Expand or contract participants panel

Participants panel

Video on a phone
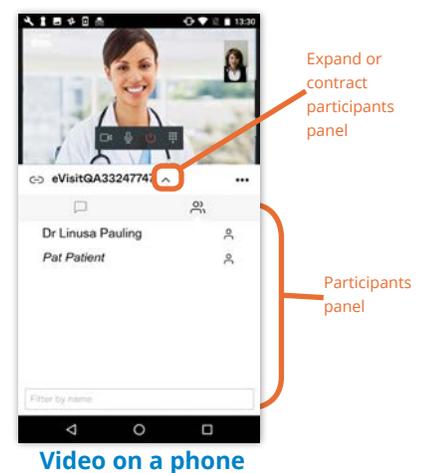
Reconnecting to a Videoconference

If you get disconnected from the videoconference, you can reconnect and join the videoconference without needing to provide your name again or give permission for the app to use the camera and microphone.

Note: These steps are similar to when you originally joined the videoconference, except the permissions and Name pop-ups do not appear.

1. Return to your email invitation and tap the **Start eVisit** link.

    A **Welcome to eVisit** screen appears.

2. Tap `Open my eVisit event`.

    A Pexip app "*You're invited to*" screen appears with your self-view and three options.

3. Tap the **Video** option.

    If no PIN is required, skip to step #5.
    If a PIN is required, a **PIN** dialog box appears.

4. Type the **PIN** given to you by the videoconference organizer and then tap `Join`.

5. When connected, a video image appears and if the other participants are still connected, you will see both them and your self-view.
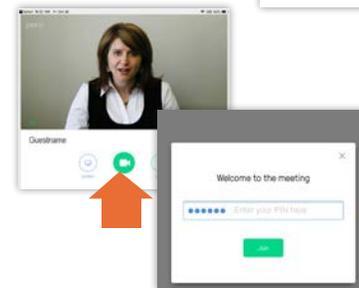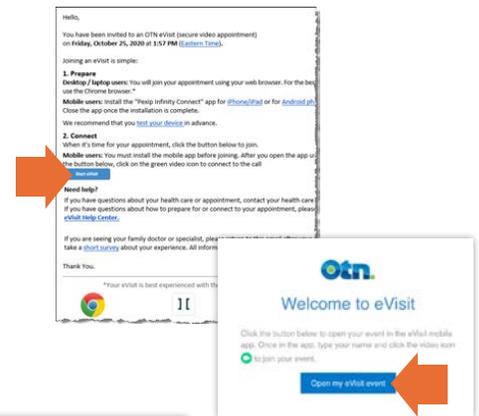
This pop-up appears only if a PIN is required

Note: If you try reconnecting but remain in the "waiting room" (that is, the *Waiting for the host...* screen continues to appear), it could be because the host has locked the conference. Contact the host to ask if they could unlock the event..

Testing Your Device's Connection

Your email invitation contains a link that enables you to test your device and its internet connection.

This test will help you determine the quality of your internet connection and how well it will work for videoconferencing. It measures various components including latency, jitter and speed.

1. Open your email invitation and click the "*test your device*" link.

   A "*Welcome to eVisit. For a successful video visit...*" screen appears.

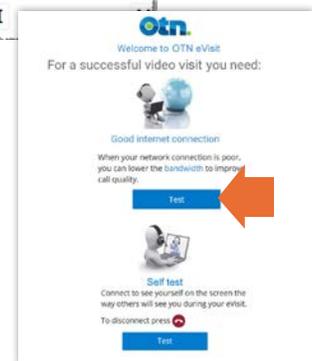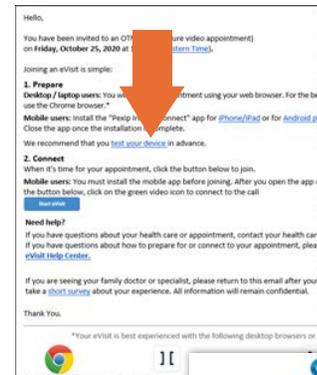2. Tap [Test] under **Good internet connection**.

   The test begins and a progress indicator appears.

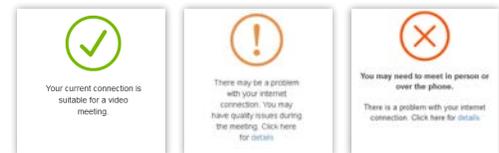3. Review the test results.

   • A successful test appears with a green check mark ✓.

   • If a problem was found, an orange exclamation ⚠ or a red X ⊗ appears.

   If the test resulted with a warning, one or more of the test components failed or had marginal results.

   • Try the test a few more times to see if the conditions are constant or if it was a temporary problem.

   • Contact your Internet Service Provider or network support staff to investigate improving the quality of your network connection.

   • Use a third-party bandwidth testing app to verify that your network bandwidth meets the minimum requirements (5 Mbps download speed; 0.77 upload speed) . For example, speedsmart.net, fast.com, or speedtest.net..

   • For information about various bandwidth tests, see Network Test Descriptions on page 7.

   • Try lowering the maximum bandwidth used by the videoconference.

Test in progress

Success   **Warning**   **Failure**

Network Test Descriptions

Test Type	Description and Success Criteria
Bandwidth Download Speed	To estimate the connection speed, small binary files are downloaded from OTN's server to your personal computer.
Bandwidth Upload Speed	To estimate the connection speed, a small amount of random data is generated from your personal computer and sent to OTN's server.
Latency	Latency is an expression of how much time it takes for data (such as a video signal) to get from one point to another point on a network. Latency is also called lag or delay.
	Latency and jitter can cause video signals to flicker or introduce clicks or other undesired effects in audio signals.
Jitter	Jitter is the variation in the time for data to arrive; it can be thought of as shaky pulses.
	This test measures the round trip time for sample data sent from your personal computer to OTN's server. Good test results are a low latency and minimum jitter.
Packet Loss	Packet loss is often caused when a network device is overloaded and cannot accept additional data at a given moment.
	Packet loss can cause broken-up images, unintelligible speech, or even the complete absence of a received signal.
Ports	A network port is a number that identifies one side of a connection between two computers. Computers use a port number to determine where to deliver a message. As network addresses are like street addresses, port numbers are like suite or room numbers.*
	This test checks that your computer is able to access specific ports required by the videoconference plugin.

Sample test results

* Definition from simple.wikipedia.org 🔗.
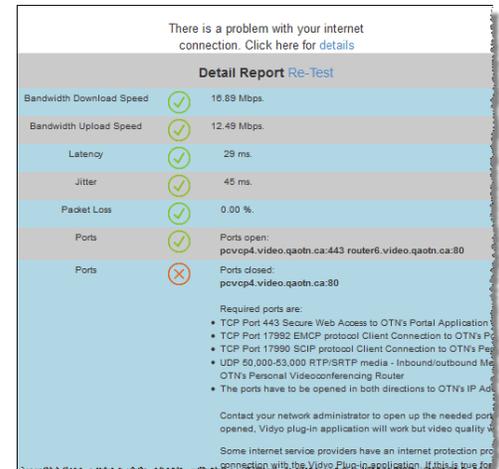
Changing Your Maximum Bandwidth

⚠ **Changing the bandwidth affects** *future* **calls (not the call you're in).**

Bandwidth is a measure of the quality and strength of your network connection, which can affect the audio and/or video within your videoconference.

For example, if the videoconference is trying to use more bandwidth than your connection allows, it can cause the video to look blurred, freeze, or break up. Or it can cause the sound to be choppy or to fade out.

To improve the perceived quality of your videoconference, you can lower the maximum bandwidth used by the videoconference *for future calls*.

1. If you are in a video call, Disconnect.
    If you are not in a video call, open the Pexip Infinity Connect app.

    A **Pexip** preview screen appears.

2. In the **Pexip** screen, click the **More** ⋮ icon under the video preview, at the top right.

    A settings panel appears.

3. Tap the � **Bandwidth** link.

    A **Select bandwidth** panel appears with four options appears - **Low**, **Medium**, **High**, and **Maximum**.

4. Select the value lower than the currently highlighted value.
    For example, if "Medium" is highlighted, select "Low".

5. To return to the Settings panel, tap ← at the top-left of the panel.

6. To close the Settings panel, tap ← at the top-left of the panel.

    The Pexip app changes its maximum bandwidth usage to match your selected level.

    The next time you participate in a videoconference, the new settings will take effect.
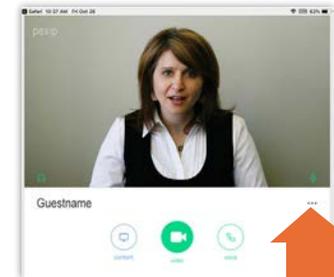
Self-view before joining videoconference
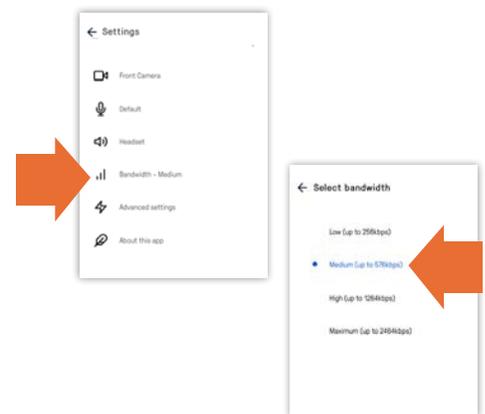
Checking Your Video Image (Self Test)

The "*Welcome to eVisit. For a successful video visit…*" screen also contains a link that lets you see how the videoconference will work.

Use this test to check your on-screen image.

1. Open your email invitation and click the "*test your device*" link.

An **OTN test for success** screen appears.

2. Tap [Test] under **Self Test**.

The test connects you to a videoconference where you are the only participant.

The steps are the same as described in Joining a Videoconference on page 3 .

Your self-view appears in a small picture-in-picture image at the top right of the video pane.

3. Check your self-view for both the quality of the video signal and your video image. For example:

- Ensure that your video **image** is:
  - Centered with your head and shoulders in the frame.
  - Not too zoomed-in or zoomed-out.
  - Well lit — lighting should be bright and even.

- Ensure that the video **signal** is clear and smooth (that is, not jittery or pixilated).

4. To end the self test:

i. Tap anywhere in the video pane to view the control bar and then tap the **End Call** icon ⏻ .

ii. Click [Disconnect] in the confirmation pop-up.

Self view
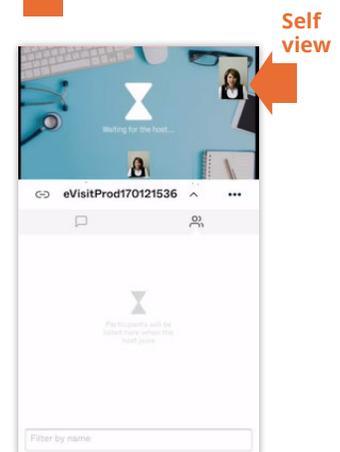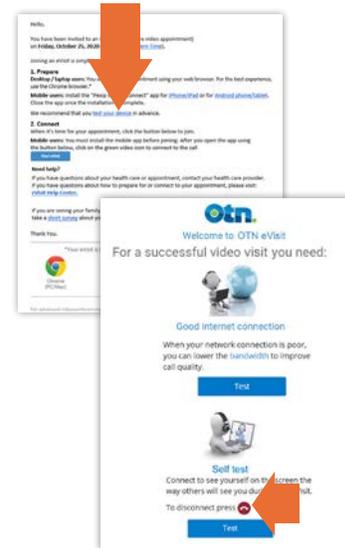
Removing the Infinity Connect App

You un-install the Infinity Connect app the same way you remove any other app from your device.

1. Go to your device's **Settings** menu > **Apps & notifications** > **App Info** (the path can differ depending on your device).

2. Locate and tap the][**Infinity Connect** app.

3. Tap the **Uninstall** button.
   A confirmation dialog box appears.

4. To confirm that you want to delete the app, tap **Delete**.

Uninstall button