

# Video Visits via Windows PC

You can join a videoconference using your personal computer with a webcam and an internet 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](#).



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## Tips for Quality Videoconferencing

- **Position your camera** either on or near your display and center the video window underneath the camera. 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 computer except those necessary for your videoconference, to **free-up your computer's resources**.
- Use the best possible connection - **wired is better** than wireless.
- When using a laptop, **plug it in to a power source** while videoconferencing. If you have to use battery power, ensure that the laptop power plan/performance setting is set to "high performance".



### Need Help?

Contact OTN Technical Support: 1-855-654-0888

## What You Need to Get Started

To ensure a high-quality video experience there are a few basic requirements - for both your computer and your Internet connection. Check the lists below for the minimum system requirements (more is better) and then [test your internet connection](#).



### Webcam

- Camera should support high-definition (HD) video quality
- See OTN's list of [recommended peripherals](#)



### Speaker and Microphone

- Speakerphone with echo-cancellation or a headset
- See OTN's list of [recommended peripherals](#)



### Internet Connection

- Wired connections require a high-speed Internet service
- Wireless connections require Wi-Fi or 4G-LTE service
- Minimum speeds  
Upload: 768 Kbps - 1 Mbps per call  
Download: 5 Mbps



### Computer

- Windows 10+
- Recommended minimum 4 GB RAM
- Video card with 1024 x 768 resolution
- USB ports with version 2.0 support

### Browsers Supported

- Google Chrome v 61 +
- Mozilla Firefox v 60 + ESR
- Microsoft Edge version 79+

We strongly recommend using the latest publicly released version of a browser (i.e., the "stable version" or "supported release")

### Videoconferencing Data Usage

On average, the following bandwidth is used for a 15 minute videoconference.

- Person-to-person: 400 - 500 MB
- Multi-point: 1000 MB
- Tablet device to hospital system over Wi-Fi: 75 - 100 MB

The above usage examples are estimates based on averages and could vary. Actual data usage will vary and the above examples are intended to be used as guidelines only.

Factors affecting data usage can include:

- Screen sharing during the videoconference (e.g., PowerPoint slides or other content).
- Other applications or services using the Internet connection (e.g., email, peer-to-peer networking).

## Joining a Videoconference

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

**Note:** The “permissions” pop-ups are different, depending on which browser you use.

1. Open your email invitation and click **Start eVisit**.  
(Note: Your browser must be set to allow pop-ups.)

An **OTN Log In** screen appears.

2. In the **OTN Log In** screen, type your name in the **Name** field and then click **CONNECT**.

A **Select your camera and microphone** panel appears with your default devices selected.

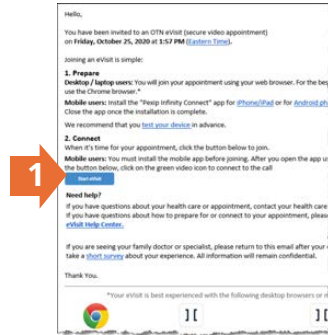
3. Leave the default devices selected or change as desired and then click **START**.

If no PIN is required, skip to step #5.

4. If a PIN is required, a **PIN code** pop-up appears. Type the **PIN** you were given by the video organizer and then click **CONNECT**.

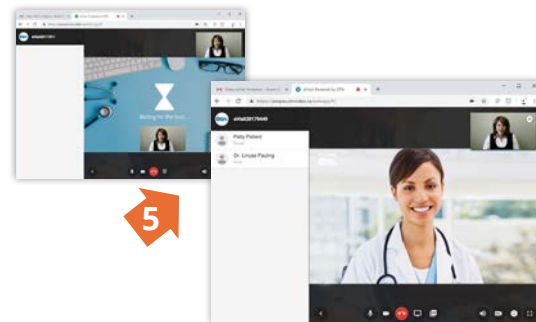
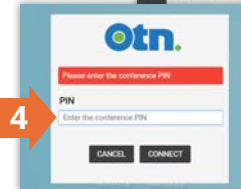
5. When connected, a video panel appears\*.
  - If you are the first participant to enter the conference, you will see a “Waiting for the host...” image in the large panel and your self-view at the top right.
  - If the other participant has already joined, you will see both them and your self-view.
  - For a description of the video window and its controls, see [Using the Video Window](#) on page 4.

6. To end the conference:
  - i. If the video toolbar is not visible, move your mouse over the video image to show the toolbar.
  - ii. Click the **End Call** button (📞) in the toolbar at the bottom of the video window.
  - iii. Click **DISCONNECT** in the confirmation pop-up.
  - iv. Close the browser window.



Chrome or Firefox permissions

Appears only if a PIN is required

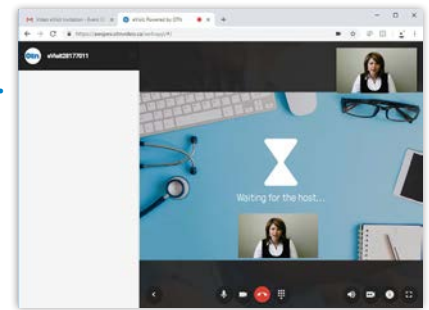


- \* If you see a red lock icon (🔒) in the top left banner, the videoconference is “locked”. Contact the event organizer (host) and ask them to “unlock” the event.
- If you have not disconnected, you will automatically join the conference after the host unlocks it.
  - If you have disconnected, you can try reconnecting after the host has unlocked the conference. (See [Reconnecting to a Videoconference](#) on page 5.)

## Using the Video Window


If the videoconference host has not joined the event, a *Waiting for host...* screen appears. This screen includes neither an active participants list nor screen sharing controls. Only after the host joins, are all participants connected and the participants list appears along with screen sharing controls

Waiting for host...

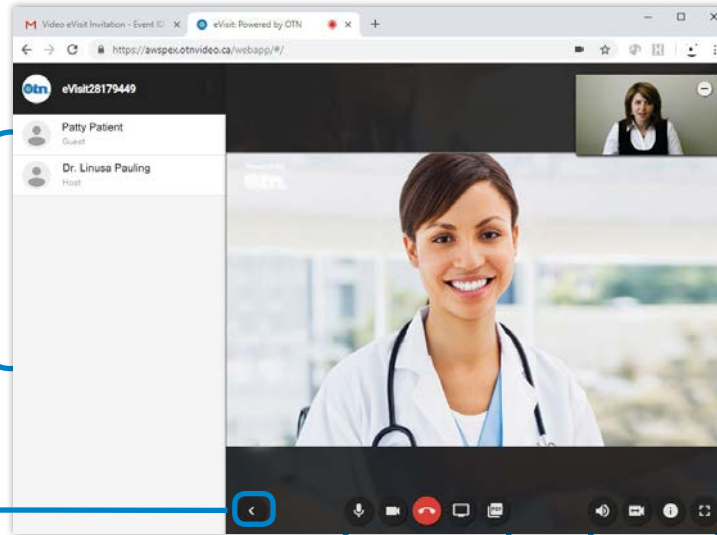


## In-session Videoconference

Participants list

- Active only after the host joins
- In group calls, current speaker identified with a 









Show/hide Participants list










Self view Picture-in-picture (PIP)

 Hides self view

 Shows self view

Broadcast Controls (what others see/hear)	
	<b>Microphone volume</b> - on or muted.  You've muted your microphone.
	<b>Camera</b> - broadcast image on or off.  You've put yourself in privacy mode. (You see/hear others but they cannot see you.)
	<b>End call</b> (disconnect).
While waiting for host	
	<b>Keypad</b> - Ignore this option. It is not used for invitation events.
During in-session videoconference	
	<b>Share screen</b> - Share your screen with other participants.
	<b>Share images or PDFs</b> - Share a pdf or image file with other participants.

Receiving Controls (what you see/hear)	
	<b>Speaker volume</b> - on with volume or muted.  You've muted your speakers.  Adjust the speaker volume.
	<b>Change Camera / Microphone</b> - If you have more than one camera or microphone attached to your computer, you can switch devices.
	<b>Call Statistics</b> - View information about your video call transmission rates.
	<b>Full Screen</b> - Toggle between <b>full-screen</b> and smaller screen size. (The small view is useful when you want to refer to content on your computer during a call.)  Exit full screen (restore previous size).

## Reconnecting to a Videoconference

If you get disconnected from the videoconference, you can reconnect and join the videoconference the same way that you originally joined.

1. Close the browser window/tab that showed the videoconference.
2. Follow the instructions described in [Joining a Videoconference](#) on page 3.

## Testing Your Devices & Internet Connection

Your email invitation contains a link that enables you to test your computer's audio devices and your internet connection.

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

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

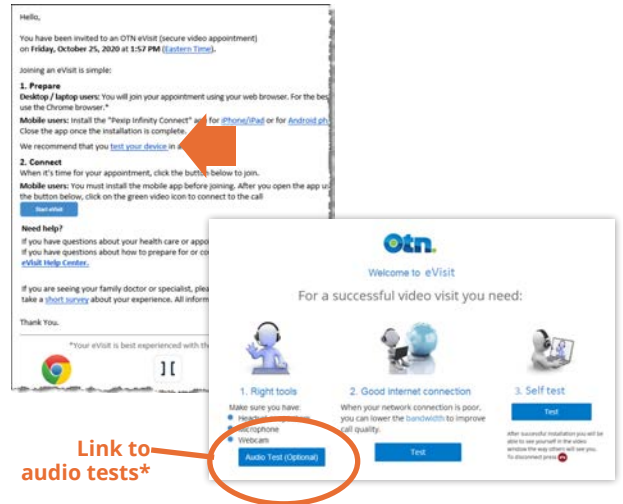
### Right Tools—Audio Test\*

If you want to test your headset/speakers and microphone, click **Audio Test (Optional)** under **"1. Right tools"**.

An *"Audio Test"* screen replaces the *"Welcome to eVisit. For a successful video visit..."* screen.

### Headset / Speakers Test

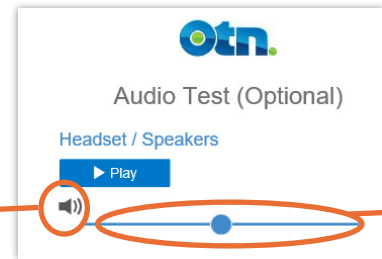
- To check your headset/speakers, click **▶ Play**.
  - The **"Play"** button turns into a **"Pause"** button and the word **"Testing..."** appears beside the button. (There might be a few seconds delay as the audio file loads.)
  - The test plays a musical sound track using your default speaker device.
  - You can mute the sound or change the volume using the test controls.
  - To stop the sound test, click **⏸ Pause**.
- If you cannot hear the sound or if you hear static, there might be a problem with your headset/speakers.
  - Use a headset instead of your computer's built-in speakers.
  - If using a headset, try unplugging and re-plugging in the USB connection.
  - For more information, see [Troubleshooting Audio Issues](#).
- To return to the *"Welcome to eVisit"* screen, click **Done**.



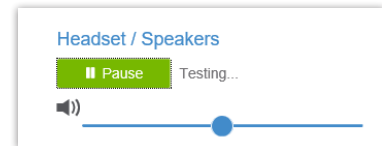
Link to audio tests\*

Mute / unmute

Adjust volume








Headset/Speaker test button

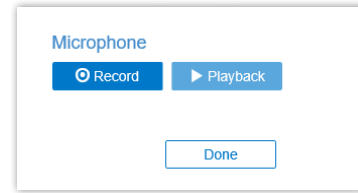


Headset/Speaker test playing

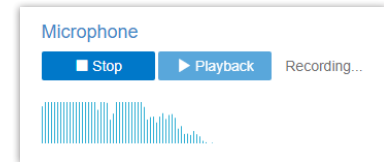
\* The Audio Test option does not appear when using an iPhone, iPad, Android phone, Android tablet, or a small browser window on a PC or Mac.

**Microphone Test**

1. To check your microphone, click  .
  - If you use **Firefox**, a permission popup appears. Select the **Allow** and **Remember** options and then click  again.
  - The **“Record”** button turns into a **“Stop”** button, the **“Playback”** button becomes active and the word **“Recording...”** appears beside the buttons.
  - The test records using your default microphone device.
  - Speak a few sentences into the microphone.
  - A graphic appears and gets thicker as the sound gets louder.
  - To stop the sound test, click  .
2. To test the sound of your recording, click  .
  - The **“Playback”** button turns into a **“Pause”** button and the words **“Playing back...”** appear beside the buttons.
  - When the end of the recording is reached, the **“Pause”** button turns back into a **“Playback”** button.
3. If you cannot hear your recorded sound or if you hear static, there might be a problem with your microphone.
  - Use a headset instead of your computer’s built-in microphone.
  - If using a headset, try unplugging and re-plugging in the USB connection.
  - For more information, see [Troubleshooting Audio Issues](#).
4. To return to the *“Welcome to eVisit. For a successful video visit...”* screen, click  .



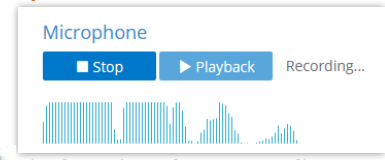
**Microphone test buttons**



 **Chrome microphone recording test**



 **Firefox permissions**



 **Firefox microphone recording test**

## Good Internet Connection Test

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. Click  under **#2 Good internet connection**.

The test begins and a progress indicator appears.

2. 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.

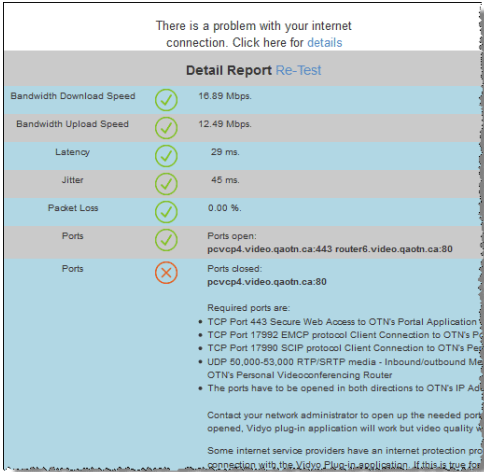
- Try the test a few more times to see if the conditions are constant or if it was a temporary problem.
- Contact your Internet Service Provider or network support staff to investigate improving the quality of your network connection.
- To view more information about the test results, click the **details** link in the warning message.
- For information about the tests (their type and results), see [Network Test Descriptions](#) on page 9.
- Try [lowering the maximum bandwidth](#) used by the videoconference.





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	<p>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.</p> <p>Latency and jitter can cause video signals to flicker or introduce clicks or other undesired effects in audio signals.</p>
Jitter	<p>Jitter is the variation in the time for data to arrive; it can be thought of as shaky pulses.</p> <p>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.</p>
Packet Loss	<p>Packet loss is often caused when a network device is overloaded and cannot accept additional data at a given moment.</p> <p>Packet loss can cause broken-up images, unintelligible speech, or even the complete absence of a received signal.</p>
Ports	<p>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.*</p> <p>This test checks that your computer is able to access specific ports required by the videoconference plugin.</p>



Detailed test results

\* Definition from [simple.wikipedia.org](http://simple.wikipedia.org).

## Changing Your Maximum Bandwidth






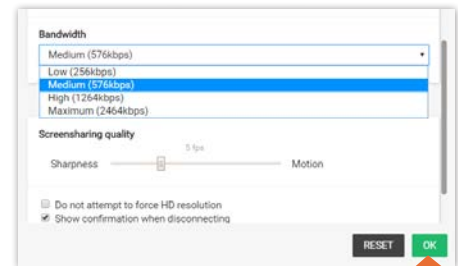
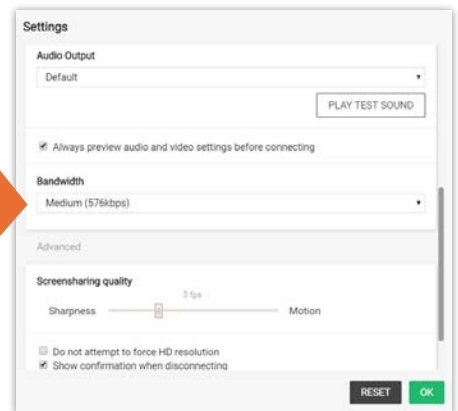
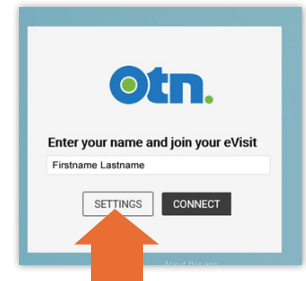
Changing the bandwidth affects *future* calls (not the call you're in).

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 freeze, break up, or appear blurred. 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 your email invitation and click . An **OTN Log In** screen appears.
2. In the **OTN Log In** screen, click . A settings pop-up appears.
3. Scroll down to the **Bandwidth** section and click the drop-down arrow. A list 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 set the new value, click . The eVisit 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.



## 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. Click **Test** under **#3 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.
- If your video image is jittery or pixilated, see [Troubleshooting Video Issues](#).

4. To end the self-test:

- i. If the video toolbar is not visible, move your mouse over the video image to show the toolbar.
- ii. Click the **End Call** button (📞) in the toolbar at the bottom of the video window.
- iii. Click **DISCONNECT** in the confirmation pop-up.
- iv. Close the browser window.

