

Checking Your Video Image (Self-Test)

See next page for [iPhone/iPad or Android instructions](#).

Self Test with Windows (PC) or Mac

The “Welcome to eVisit. For a successful video visit...” screen 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.

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, blurry, or broken up).
- For help resolving video problems, see [Troubleshooting Video Issues](#).

4. To end the self-test:

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



Self Test with iPhone/iPad or Android

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. Scroll down until you see the **Self Test** section. Tap .



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

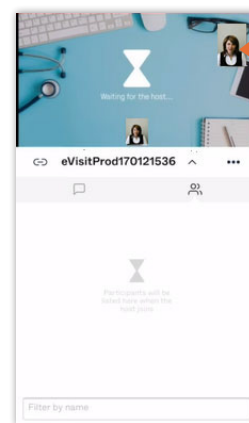
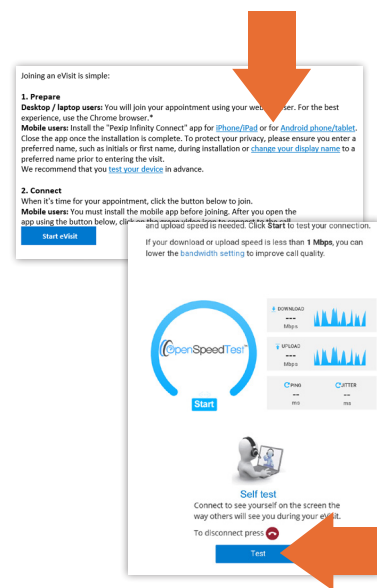
Your self-view appears in a small picture-in-picture image at the top right of the video pane.

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, blurry, or broken up).
- For help resolving video or audio problems, see [Troubleshooting Issues](#).

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  in the confirmation pop-up.



Self view