
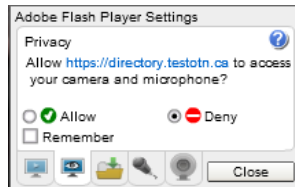



OTNhub Videoconferencing Known Issues

The following is a summary of some of the key known issues with the videoconferencing upgrade. If you experience other issues or would like assistance with any of the workarounds below, please contact OTN Technical Support at 1-855-654-0888.

Last Updated: February 21, 2019 at 1:33 p.m.

#	Affected Components	Issue & Workaround
1.	OTNinvite Email invitations	Members or patients using a mobile device (e.g., iPhone or Android) see a blank screen or an error message such as, "Safari cannot open the page..." when they use the Start eVisit link in their email invitation without first installing the app. Workaround: Download and install the  Pexip Infinity Connect app from the Apple App Store or Google Play store before using the Start eVisit link.
2.	OTNconnect OTNinvite Email invitations	Members or patients using an iPhone connected through LTE on the Rogers cellular network (or one of Rogers other brands such as Fido or Chatr) will not be able to join their video event either using OTNconnect or OTNinvite . iPads and Android devices are not affected. Workaround: Connect using Wi-Fi instead of the Rogers LTE cellular network.
3.	OTNhub OTNconnect	Members who log in on multiple devices or browsers may experience incorrect behavior if they try to place or join calls on multiple devices at the same time. Workaround: Ensure your call is complete and disconnected before switching devices or browsers.
4.	OTNhub	In rare occurrences, it takes up to 20 seconds for the screen to refresh when hanging up. The call is successfully disconnected immediately. Workaround: Wait until the video screen disappears or refresh your browser (using F5 for example).
5.	OTNhub (using Internet Explorer browser)	Members can join calls but will not transmit video and audio if they have not allowed Flash to use their camera or microphone upon joining, or if they initially click 'Deny' and 'Remember'. Workaround: Click 'Allow' on the Flash dialog box to allow use of the camera and microphone, and click 'Remember' to not be prompted each time you join a call. If you have clicked 'Deny' and 'Remember', right-click anywhere in the video window and select 'Settings' to access this dialog box. OTN recommends Google Chrome for the best experience. 
6.	OTNconnect	If the OTNconnect app is in the background and the device's password screen is open when the call comes through, the access Video or OTNconnect buttons don't work . Workaround: Hang up the call, login to your device and re-connect to use video, or complete the call using audio only. 



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7.	OTNconnect	An incoming call from an OTNhub user keeps ringing if the app is in the background and the call is not answered within 15 – 20 seconds. Workaround: Hang up the call on the iOS device and return the call if required.
8.	OTNhub (using Edge browser)	Members trying to create an OTNinvite using an Edge browser , occasionally receive a system busy message. This can occur when scheduling an event via an OTNhub quick link or from a favourites list. Workaround: Refresh your browser (for example, press F5). OTN recommends Google Chrome for the best experience.
9.	OTNhub (using Edge browser)	When using Edge browser , speakers don't work if they are not set as the Default Communications Device. Workaround: Ensure the speakers you intend to use are set as the system Default Communications Device in the Control Panel. Open Control Panel, select the Sound icon, and right-click on the speakers you intend to use and select 'Set as Default Communications Device'. OTN recommends Google Chrome for the best experience.
10.	OTNhub (using Internet Explorer)	When using Internet Explorer browser , speakers don't work if they are not set as the Default Communications Device. Workaround: Ensure the speakers you intend to use are set as the system Default Communications Device in the Control Panel. Open Control Panel, select the Sound icon, and right-click on the speakers you intend to use and select 'Set as Default Communications Device'. OTN recommends Google Chrome for the best experience.
11.	OTNhub (using Internet Explorer)	When using Internet Explorer browser , certain USB camera models do not connect or have issues when used by Adobe Flash in Internet Explorer. Workaround: OTN recommends Google Chrome for the best experience.
12.	OTNconnect	When joining a call on OTNconnect , before the phone is turned to a landscape position, a zoomed in image is transmitted in portrait mode. Workaround: Rotate the device immediately after placing a call.
13.	OTNconnect	When in a call on an iPhone or iPad , the video image does not always fill the entire screen. Workaround: N/A
14.	OTNconnect	When the OTNconnect app is in the background and the user is using iOS v11, sometimes the app won't receive incoming call notifications. Workaround: Update the system to iOS 12 to resolve this known Apple issue.
15.	OTNhub	Intermittently, the following message "Warning – Cannot use video functionality. Please reload the page and try again" may appear when trying to place or join a call. Workaround: Refresh your browser (for example, press F5) and try again.
16.	OTNhub OTNinvite	After updating to Chrome version 72.x, users may experience a black screen after switching their camera during their videoconferencing event, if multiple cameras are installed. Workaround: Disconnect and reconnect to the call again.