

OTNconnect

# iOS App User Guide

## Complete Help

Version v4.0



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# Getting Started

The OTNconnect app enables you to videoconference with other telemedicine providers and patients using your iPhone or iPad.

With your mobile device and OTNconnect, you can:

- Access your OTNhub favourites list or search the OTN Directory for systems registered with the OTNhub eVisit (Video-conference) service, either room-based or personal systems.
- Switch between the front and rear facing cameras or turn your camera off and mute/unmute your microphone.

This guide contains instructions for using the OTNconnect app. If you have a question about how to use the app or one of its features, check this guide for an answer.

If you can't find the information you need here, for further assistance contact OTN's Technical Support (1-855-654-0888 or [tech-support@otn.ca](mailto:tech-support@otn.ca))

- Tell the service technician you are using the "OTNconnect iOS app".
- When you call for technical support, use a different device than the iPhone you use for the OTNconnect app.
- OTNconnect is brought to you by OTN. Visit [otn.ca](http://otn.ca).

## Privacy and Security Recommendations

Below are some best practices regarding privacy and security when using your device with OTNconnect. Personal Health Information (PHI) is important and must be protected, both to comply with legislation and to ensure patient safety, trust, and a good clinical experience.

For a more comprehensive list, refer to [OTNconnect: Privacy and Security Recommendations](#).

### Mobile Device Best Practices

- Report any privacy or information-security related incidents to your Privacy or Information Security officer. For example, the theft of a mobile device that has the OTNconnect app installed. Any breaches with the potential to affect other organizations should also be reported to OTN by calling 1-855-654-0888 or emailing ([privacy@otn.ca](mailto:privacy@otn.ca)).
- Use your device in a secure location to minimize the risks of modification, loss, access, theft, view and disclosure by unauthorized individuals. Do not leave it unattended.
- Ensure that records containing confidential information (e.g., PHI) are viewed in a private setting. Avoid performing sensitive tasks in public areas, such as airports, coffee shops, or business lounges, where there is an opportunity for unauthorized individuals to observe the confidential information.
- Enable your device to auto-lock after an idle period (e.g., every 5 min.).
- Keep your device up to date with the latest security updates.
- Clear your user name and password when you sign out.

### Password Best Practices

- Change passwords with access to confidential information (e.g., PHI) regularly (e.g., every six months).
- Do not share your credentials (i.e., User ID and password) with anyone, including trusted colleagues, family members, and support technicians.
- Do not write down your password and then store it where it is easy to find.
- Do not use the same password for all applications. Passwords used to access confidential information require stronger protection and hence should not be used on potentially insecure sites where it can be stolen.

# Prerequisites

For the best performance of the OTNconnect app, you should have the following iOS device settings.

## What you need to get started

Prerequisite	Description
User Credentials	You need to have <a href="#">ONE ID</a> or OTN credentials (user name and password) with access to the eVisit (Video-conferencing) service
Supported OS	iOS 10+
Connectivity	Mobile broadband, Wi-Fi or 4G-LTE wireless connection

## Configuring your iPad/iPhone

Setting	Recommended Configuration
Device Settings	<p>The OTNconnect app requires no special setup, but you do want to be notified of incoming calls and ensure that privacy is maintained.</p> <ul style="list-style-type: none"><li>• Turn on notifications for the OTNconnect app.</li><li>• Do not auto-fill passwords.</li><li>• Have the sound on and set at a reasonable volume</li></ul>



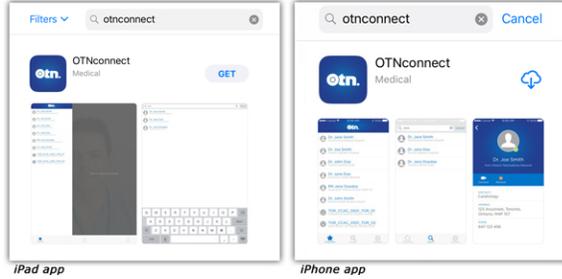
# Installing the App

You download the app from Apple's App Store. There is no cost for the app.

If you already have the app installed and are installing a new version of the app, follow these same instructions. The updated install will overwrite the existing version.

## Download and Install

1. Go to the **App Store**, search for OTN and locate the [OTNconnect app](#).



2. To download and install the app, tap the **Install** button. A series of dialog boxes appear.



3. Tap **Install** and **OK** as needed to complete the install. When complete, an OTN icon appears on your device's home screen.



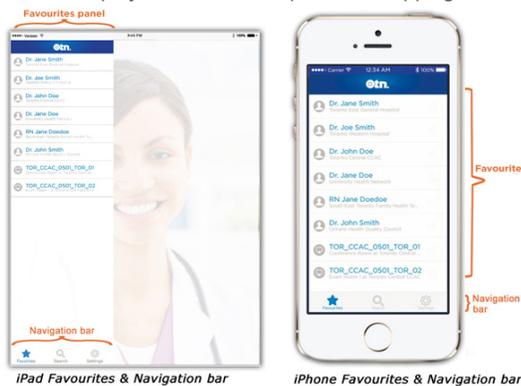
## Launch the App

You launch the app the same way as any other app in your mobile device.

1. Locate the app's icon on your device's home screen and tap the icon. A **Sign-in Selection** screen appears.
2. Based on your login credentials (ONE ID or OTN), tap the appropriate **Sign In** button. A **ONE ID** or an **OTN Sign In** page appears.
3. Type your user name and password and tap the **Sign In** button.



4. If this is the first time that you have logged in, a **Terms of Service** screen appears.
5. Read the agreement and tap **Agree** to continue. The app starts and a Favourites panel appears with a Navigation bar at the bottom.
  - An iPhone displays only the Favourites panel.
  - An iPad displays the Favourites panel overlapping a self-view video image.



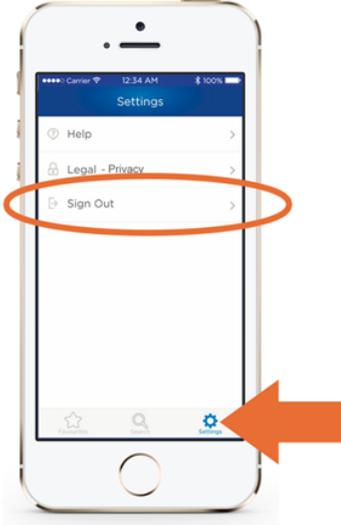
If this is the first time that you have used OTNconnect, the Favourites panel is empty.

To start adding to your favourites list:

- (1) [Search for a contact](#) and then
- (2) [Add the contact to your favourites.](#)

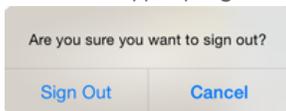
## Signing Out

1. To log off the app, after ending your videoconference, tap **Settings** in the bottom navigation panel and then tap **Sign Out**.



A confirmation dialog box appears.

2. To close the app, tap **Sign Out**. The app closes and the OTN **Sign In Selection** screen appears.





# Testing Connectivity

It is important to test the connection quality of the Internet service that your mobile device uses. This can help you determine how well it will work for videoconferencing.

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

If the [test results](#) are not within the recommended range, you might have connection issues. These issues can cause your video to flicker or freeze and can produce clicks, pauses or other undesired effects in the sound quality.

If you are unfamiliar with your network and its bandwidth capacity, contact your Internet Service Provider (ISP) or network support staff for information or to investigate the quality of your network connection.

## Bandwidth & Data Usage

The term bandwidth refers to the speed that you can send data to (download), or receive data from (upload) your device. Check that you have the [OTNconnect pre-requisites](#) and check the [Wi-Fi signal strength](#) of your network connection.

There are several factors to consider when evaluating how much bandwidth you or your service organization should invest in, and the decision may vary from one location to the next.

The minimum required bandwidth is 768k, but a videoconference can use up to 1 Mbps per call in both directions (upstream and downstream). If your bandwidth is low, calls will either be lowered in quality or may not work at all.

If your site expects multiple concurrent videoconferences, you need to calculate your bandwidth requirements. That is, multiply the expected number of concurrent calls times 1 Mbps and also account for any other activity that might use bandwidth. (See [factors affecting data usage](#) below.)

It is also important to have a backup plan that will let you connect to the OTN network if your primary network is having issues.

## Videoconferencing Data Usage

On average, OTNconnect uses the following bandwidth for a 15-minute videoconference.

- Person-to-person: 400 - 500 MB
- Multi-point: 1000 MB
- Person to room-based system over Wi-Fi: 75 - 100 MB

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

Factors affecting data usage (and therefore reducing video quality) can include:

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

There are many apps available to help you test the connection quality of the Internet service your mobile device uses. This can help you determine how well it will work for videoconferencing.

For example:

- [speedsmart.net](https://speedsmart.net) 
- [fast.com](https://fast.com)
- [speedtest.net](https://speedtest.net)

The connection tests can include the following types:

PING (also called latency)	PING should be less than 80 ms. Measures how much time it takes for data (such as a video signal) to get from one point to another point on a network. Too much time can cause video signals to flicker or introduce clicks or other undesired effects in audio signals.
DOWNLOAD and UPLOAD	Loading speed should be greater than .77 Mbps (or 768 kbps). Measures the estimated speed to send small binary files between your device and the server. A slow speed can cause broken-up images, unintelligible speech, or even the complete absence of a received signal.

## Understanding Test Results



All tests **meet or exceed** recommended thresholds.

- Everything looks good for videoconferencing and you can start using the OTNconnect app.



One or more of the tests had **marginal** results.

- The quality of your network connection is less than ideal.
- You may experience quality problems with your Telemedicine events.  
Recommended Actions
  - 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.



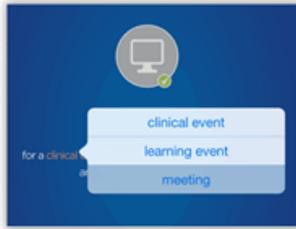
Several components **failed** the test.

- Contact your Internet Service Provider or network support staff to investigate improving the quality of your network connection
- See also, [Checking Your Wi-Fi Settings](#).

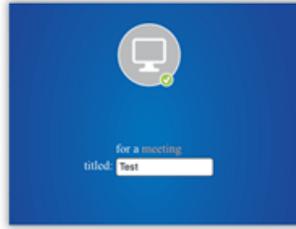
## Making a Test Video Call

For this test you launch a video call to an OTN 'virtual' user. The virtual user is a video broadcast with a sound track. The test allows you to see and hear what you can expect to receive from others in an actual videoconference.

1. If you are not already logged in, launch the OTNconnect app and log in.
2. To find a test system, search for a system name that begins with TOR\_OTN\_PCVC\_TEST.
3. Swipe-left on the system name to view the action buttons and then tap the test system's **Connect** button (  ). A Call Settings screen appears.
4. Tap the linked text in the call settings and set the following:  
**Event Type** = meeting  
**Event Title** = test



**Event type**



**Event title**

5. To start the test call, tap the **Call** button (  ). A connecting screen appears as the connection is being made. When connected, a test video appears.

6. To disconnect, tap the **End Call** button (  ) in the video window toolbar.

### Notes:

- i. After successfully connecting, end the call after no more than a minute or so. This will free up the system for other users.
- ii. If you try one system (e.g., TEST\_01) and the videoconferencing window opens with only your self view followed by a message "*Call ended by other participant*", it means the system is busy with another user. Try connecting with a different test system (e.g. TEST\_02).
- iii. If all test systems are busy, wait a few minutes and try again.

# Contacts / Favourites

If you have contacts with whom you frequently videoconference, you can add them to your Favourites, so they are easily accessible without having to do a search.

You can see at a glance whether the contact is a personal user (  ) or a room-based system (  ).

The list displays contacts sorted in ascending alphabetical order by system name.

The **Favourites list** displays the following for each contact:

Personal 	Room-based 
<ul style="list-style-type: none"><li>• First and last names of system's registered owner*</li><li>• Organization</li></ul>	<ul style="list-style-type: none"><li>• System name*</li><li>• Room name</li><li>• Site name</li></ul>

\* A favourite appears as its system name unless you have assigned a nickname, in which case the nickname appears. You can assign nicknames (*i.e.*, rename) only when using eVisit (Videoconference) on a PC or Mac at [otnhub.ca](http://otnhub.ca).

## Favourites screen



To view the action buttons for a favourite, swipe-left on the contact's name.



## Searching for a Contact

The Search function looks for systems registered with the OTNhub eVisit (Videoconference) service, either room-based or personal systems.

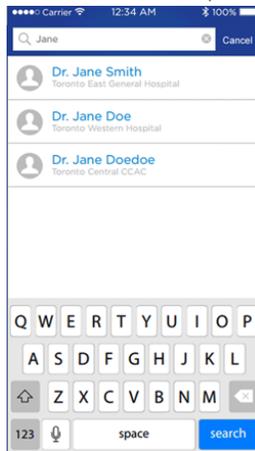
The search looks for matches in the following **OTN Directory Profile** fields:

Personal 	Room-based 
<ul style="list-style-type: none"> <li>• Speciality</li> <li>• Legal first and last names</li> <li>• Preferred first and last names</li> <li>• Organization</li> <li>• City</li> </ul>	<ul style="list-style-type: none"> <li>• System name</li> <li>• Site name</li> <li>• Organization</li> <li>• City</li> </ul>

1. To access the search page, tap **Search** in the bottom navigation bar.



2. To set up the search, tap the Search field and type the first few letters of your search term.
  - Type at least two characters in the Search field.
  - The more characters you type, the better the search results. For example, if you type SMI the search will find names such as Smiley Robinson or Ginger Smith. (It will not find Wesmill Aardvark or Joe Blacksmith.)
3. To start the search, tap the **Search** button.



A list of matching systems appears in order of relevance – entries that most closely match your search criteria appear first.

The search results include the following for each system:

Personal 	Room-based 
<ul style="list-style-type: none"> <li>• First and last names of system's registered owner</li> <li>• Organization</li> </ul>	<ul style="list-style-type: none"> <li>• System name</li> <li>• Room name</li> <li>• Site name</li> </ul>

Using the **Search Results list**, you can:

- View [contact details](#).
- [Connect](#) (  ) and start a one-on-one videoconference with the contact.
- To view the [action buttons](#) for a name in your search results, swipe-left on the contact's name.

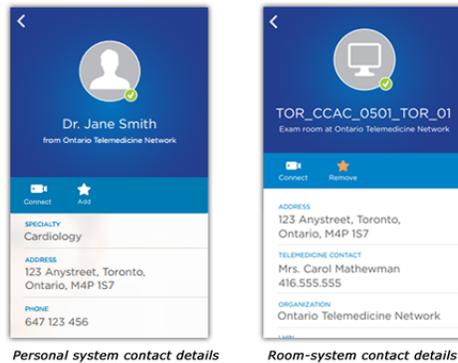


## Viewing Contact Details

The Contact Details page is where you can view more information about the contact, such as their online status, full address, or telemedicine contact.

The Contact Details page also offers various actions, such as starting a videoconference or adding a favourite.

1. To identify a contact for whom you want to view details:
  - Locate the contact in your [Favourites](#), or
  - [Search for the contact](#).
2. To view the contact's details, tap the name in the results list:
  - On an **iPhone**, the Contact Details panel replaces the Favourites list.
  - On an **iPad**, when viewing the Favourites list, the Contact Details appear to the right of the Favourites panel.



3. To return to the Favourites list, tap the Back/Return link () in the top left of the panel.

The contact details include the following information for each contact:

Personal 	Room-based 
<ul style="list-style-type: none"> <li>• <a href="#">System status</a> ( online,  offline,  busy)</li> <li>• First name and last name</li> <li>• Organization name</li> <li>• Specialty</li> <li>• Address</li> <li>• Primary telephone number</li> </ul>	<ul style="list-style-type: none"> <li>• <a href="#">System status</a> ( online,  offline,  busy)</li> <li>• System name</li> <li>• Site name (and Room name if provided)</li> <li>• Address</li> <li>• Telemedicine contact name and phone</li> <li>• LHIN</li> </ul>

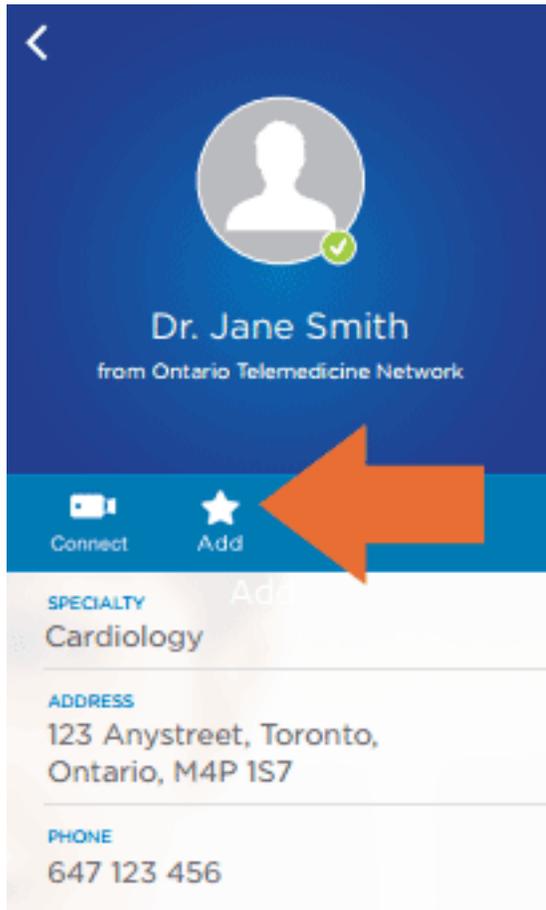
Using the Contact Details, you can:

- [Add a Favourite](#) () or [remove a Favourite](#) ()
- [Connect](#) () and start a videoconference with the contact.

## Adding a Favourite

You can add both personal users (  ) or room-based systems (  ) to your Favourites list. If you add a contact to your Favourites in the app, they will also appear in your OTNhub eVisit (Videoconference) Favourites.

1. To identify a favourite you want to add, [search for the contact](#).
2. To [view the contact's details](#), tap the name in the results list.
3. To add the system to your Favourites, tap the **Add Favourite** (  ) button.



The system validates the add request and if all is okay a **Remove Favourite** (  ) button replaces the Add button in the contact details.

If there is an error, an error message appears and the contact name is not added.

4. To leave the contact details and return to the previous panel (e.g. search results or favourites), tap the Back (  ) button in the top left corner of the details panel.

When you return to the Favourites list, the selected contact appears in the list.

## Removing a Favourite

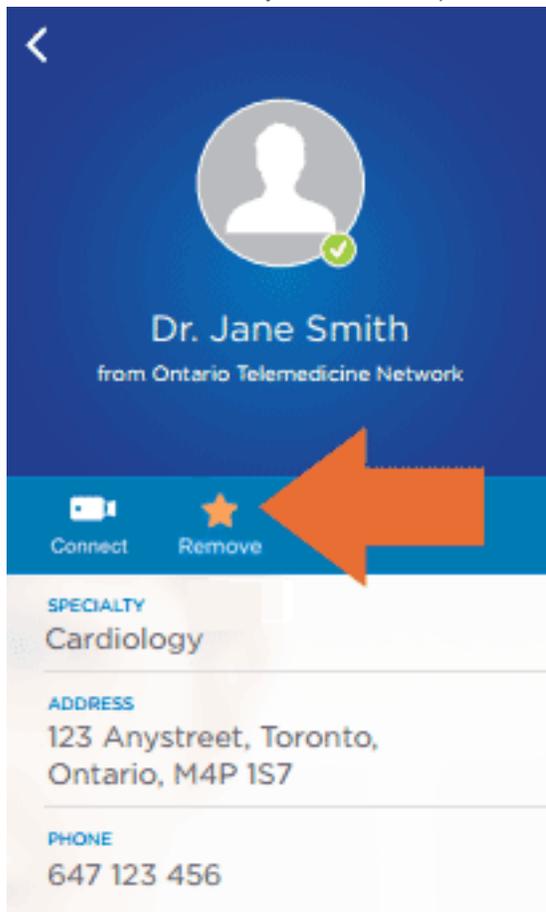
If you no longer need a specific system in your Favourites, you can delete them from the list. If you remove a contact from your Favourites in the app, they are removed from your OTNhub eVisit (Videoconference) Favourites.

1. To view your Favourites list, tap **Favourites** in the bottom navigation bar.



2. Locate the contact in your Favourites.
3. To view the contact's details, tap the name in the results list.

4. To remove the contact from your Favourites, tap the **Remove Favourite** (★) button.



The system validates the remove request and if all is okay an **Add Favourite** (★) button replaces the Remove button in the contact details.

If there is an error, an error message appears and the contact remains in your Favourites.

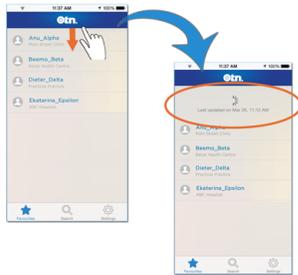
5. To return to your Favourites list, tap the **Back** (◀) button in the top left corner of the details panel.

The selected contact no longer appears in your Favourites list.

## Refreshing Your Favourites

To refresh your Favourites list, pull down from the bottom border of the Favourites top banner.

A **Last Updated...** message appears as the screen refreshes.





## One-on-One Calling (Point-to-Point)

A one-on-one (point-to-point or direct) video call involves just you and one other OTN eVisit or OTNconnect user or room-based system. No additional participants can join the call. While you are in the call, you cannot attend another videoconference.

An ad-hoc or unscheduled call is started by you using the OTNconnect app from your Favourites, a search results list, or a contact details screen.

An auto-connect call has been set up and scheduled beforehand using OTN's [Ncompass scheduling](#) (or an OTNinvite).



**Avoid privacy breaches.**

Before starting a videoconference, contact the other party to confirm that they will be there to answer your call.

## Calling a Personal User

A personal user is a contact who uses OTNconnect on a mobile device or OTNhub eVisit (Videoconference) on a personal computer. The icon is a human silhouette (see [Contact Type](#) icons).



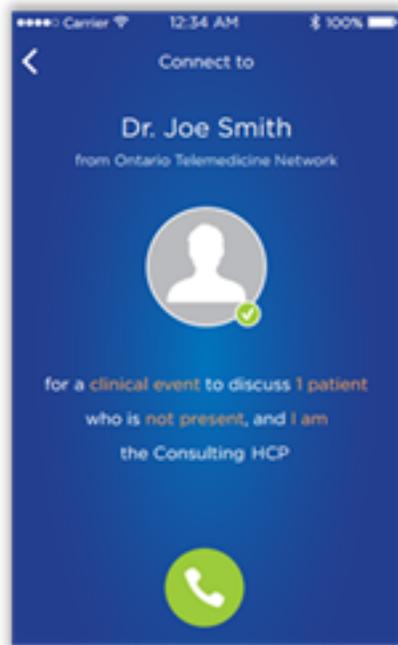
**When calling another user, the person you are calling must be a registered OTN member and must be signed in to the eVisit service.**

If they use an iPad, iPhone or Android device, they need to have the app running. If they use a PC or Mac, they need to be signed in at [otnhub.ca](http://otnhub.ca).

If their [system status](#) is online and available (🟢), you can call them and they can accept or decline the call.

## Starting a Call

- To identify an OTN user that you want to call:
  - Locate the contact in your [Favourites](#), or
  - [Search for the contact](#),
  - and [view their contact details](#).
- Swipe-left on the contact's name to view the action buttons and then tap the **Connect** button (📞 / 📺). A Call Settings screen appears.
  - Look for a green (🟢) system status, which indicates they are online and available.
  - The event settings appear with their default values (based on your OTN Directory account settings).



} Contact name & organization

} Contact type & system status

} Event settings

- If necessary, change the event settings to accurately identify the call type and associated fields. Tap each field to display its available values and select the desired one.  
The event settings are important for reporting purposes - both for OTN and the [Ontario Ministry of Health and Long Term Care](#).

Clinical Event Settings	
Event Type	Clinical events involve at least one health care provider and one or more patients who are discussed or participate in the call.
Number of patients	Defaults to "1". If there will be more than one patient present (or discussed) during the videoconference, tap the field and type the number of patients.
Patient present	Defaults to "is present". If no patients will be present (or discussed) during the call, select 'is not present'.
Consulting Health Care Professional	Defaults to "I am". Select "I am" when you (the call initiator) are the consultant for the videoconference. Select "I am not" when the person you are calling is the consultant for the videoconference. Or when neither you nor the person you are calling is the consultant for the videoconference.

Non-Clinical Event Settings	
Event Type	<b>Learning events</b> involve a speaker and an audience, such as conferences, workshops, interest group sessions, training programs, or lunch and learn sessions. <b>Meeting events</b> involve organizational, operational, or management content such as committees, working groups, project status reports, or interviews.
Event Title	An optional field used only for Learning and Meeting events. To change from the default value, tap the field and type a meaningful title in the field. To ensure readability use a title that is less than 100 characters.

- To start the call, tap the **Call** (  ) button. A connecting screen appears as the connection is being made.
  - 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 does not answer or declines the call, a message appears and the call does not go through. Click **OK** to close the message.
  - If the person you are calling is offline (  ) or on another call (  ), you will not be able to start the call.



5. While in a videoconference, to control the audio/visual streams or set a screen layout, you can use the [in-call video controls](#).
6. To disconnect, tap the **End Call** () button in the video window toolbar. (Or the other person can disconnect from their end.) The video window disappears and is replaced by the Call Settings screen.

## Answering a Call

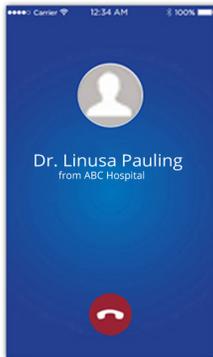


You must be signed in to the OTNconnect app for you to receive notification of an incoming call.

When you receive a call, a notification appears on your screen.

If your device is **active** / unlocked:

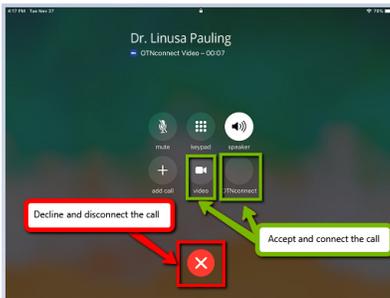
- To connect, tap the **Answer / Accept** (  ) button.
- If you cannot accept the call, tap the **Decline / End Call** (  ) button. The calling party will be notified that you declined the call.



Connecting screen

If your device is inactive / **locked**:

- Unlock the screen (e.g., use the slider and then enter your password).
- To connect, tap the **Video** button (  ) or the **OTNconnect** button.
- If you cannot accept the call, tap the **Decline** (  ) button. The calling party will **not** be notified that you declined the call.



When you answer the call, the caller's video image appears and you can begin your videoconference.



*Video panel with controls*

### Ending a Call

Either you or the other party can end the call.

To disconnect, tap the **End Call** (  ) button in the video window toolbar.



The video window disappears and you return to the screen you were on before the call.

## Calling a Room-Based System

A room-based system (also known as a legacy or H.323 video system) is a videoconferencing setup that uses technology such as a codec and wall-mounted screen or a cart-based system. The icon is a computer screen (see [Contact Type icons](#)).

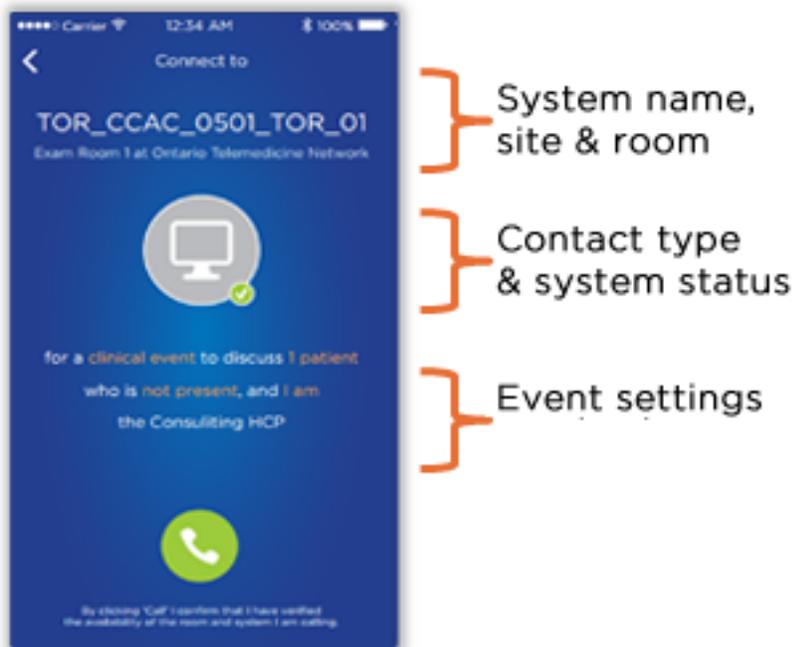
When videoconferencing with a room-based system, it is always best to schedule the call using Ncompass. This ensures that the room is available and will not be in use (hence avoiding a potential privacy incident).



You may not call any individual or video system that is not expecting your call. By clicking 'Connect', you are confirming that the individual or system you are calling is expecting your call.

## Starting a Call

- To identify a system that you want to call:
  - Locate the system in your [Favourites](#), or
  - [Search for the system](#),
  - and [view their contact details](#).
- To set up your call, swipe-left on the system name to view the action buttons and then tap the **Connect** button (  /  ). A Call Settings screen appears.
  - Look for a green (  ) system status, which indicates the system is online and available.
  - The event settings appear with their default values (based on your OTN Directory account settings).



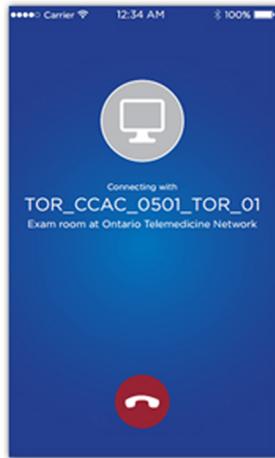
- If necessary, change the event settings to accurately identify the call type and associated fields. Tap each field to display its available values and select the desired one.  
The event settings are important for reporting purposes - both for OTN and the [Ontario Ministry of Health and Long Term Care](#).

Clinical Event Settings	
Event Type	Clinical events involve at least one health care provider and one or more patients who are discussed or participate in the call.
Number of patients	Defaults to "1". If there will be more than one patient present (or discussed) during the videoconference, tap the field and type the number of patients.
Patient present	Defaults to "is present". If no patients will be present (or discussed) during the call, select 'is not present'.
Consulting Health Care Professional	Defaults to "I am". Select "I am" when you (the call initiator) are the consultant for the videoconference. Select "I am not" when the person you are calling is the consultant for the videoconference. Or when neither you nor the person you are calling is the consultant for the videoconference.

Non-Clinical Event Settings	
Event Type	<b>Learning events</b> involve a speaker and an audience, such as conferences, workshops, interest group sessions, training programs, or lunch and learn sessions. <b>Meeting events</b> involve organizational, operational, or management content such as committees, working groups, project status reports, or interviews.
Event Title	An optional field used only for Learning and Meeting events. To change from the default value, tap the field and type a meaningful title in the field. To ensure readability use a title that is less than 100 characters.

- To start the call, tap the **Call** () button. A connecting screen appears as the connection is being made.
  - If the system you are calling is powered on and available, an alert briefly appears on its screen to notify anyone in the room about the call. The room-based system automatically answers and the videoconference window appears.

- If the system you are calling is not available (❌) or on another call (🚫), you will not be able to start the call.



Connecting screen



Video panel with controls

5. While in a videoconference, to control the audio/visual streams or set a screen layout, you can use the [in-call video controls](#).

## Ending a Call

Either you or the other party can end the call.

To disconnect using your device, tap the **End Call** (🚫) button in the video window toolbar.



Or the room-based system user can disconnect by pressing the "End Call" button on their system's remote control.



## Auto-Connected Calls

A scheduled video call in your calendar might be set to auto-connect.

This happens when the organizer of a point-to-point call specifically requested "Start Call Auto" or it is a multi-point event involving 3 or more systems.

When set to auto-connect, at the event's scheduled start time Ncompass automatically tries to connect the systems and at the event's scheduled end time, Ncompass automatically tries to disconnect.

The system will try to connect only once.



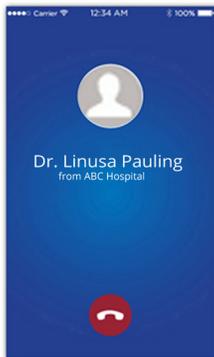
To receive auto-connected calls you must be logged in to the app. The app can be running in the foreground or in the background.

For an auto-connect call, at the scheduled start time all participants receive an invitation message.

When you receive a call, a notification appears on your screen.

If your device is **active** / unlocked:

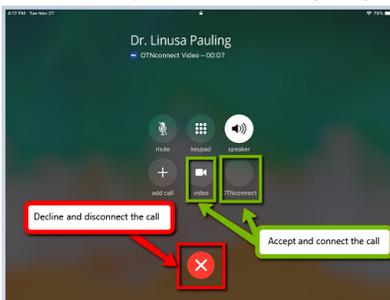
- To connect, tap the **Answer / Accept** (  ) button. .



Connecting screen

If your device is inactive / **locked**:

- Unlock the screen (e.g., use the slider and then enter your password).
- To connect, tap the **Video** button (  ) or the **OTNconnect** button.



A video window opens. If the host has not yet joined, a "Waiting for host" screen appears. When the host joins the conference, all participants are connected and the videoconference can begin.

### Re-connecting to a missed call

For missed **one-on-one** (point-to-point) calls,

- If one of the parties does not answer, the connection attempt stops and **both parties** receive a Missed Invitation message
- If both participants are OTNconnect or OTNhub eVisit users, either one of you can try connecting again via an [ad-hoc call](#).
- If the other participant is a room-based system, they can try to reconnect using the room-based system's Global Address Book (GAB) and their remote control unit.

For missed **group** (multi-point) calls, the connection attempt stops and the participant who does not answer receives a Missed Invitation message.

- If you missed a multi-point call, you need to contact [OTN Technical Support](#) to connect you.
- When you call OTN Technical Support asking to be reconnected, use a different device than the iPhone you use for the OTNconnect app.

# Icons and Controls

OTNconnect uses various buttons and icons to either give you visual cues to access features or see at a glance the status of an OTNconnect system.

- [Navigation controls](#) appear in an action bar at the bottom of the Favourites, search results, and contact details screens.
- [Contact type icons](#) are associated with individual systems and appear in the contact details call settings screens and in system lists (favourites, search results).
- [System status icons](#) are associated with OTNconnect systems and appear in the contact details screen.
- [Action buttons](#) enable various OTNconnect features, such as starting a videoconference or managing your favourites.
- [In-call video controls](#) give you access to the camera, microphone, and self-view settings.

In the Favourites, Search results, and Contact Details screens, the bottom of the screen includes a control bar with navigation buttons.

When you view a main panel (Favourites, Search, or Contact Details), its control icon appears dark blue.

## Navigation Controls

In the Favourites, list, search results list and contact details, the bottom of the panel includes a control bar with navigation buttons.

When you view a panel, its control icon appears dark blue.

When the control button is an active link to a different panel, the icon appears as a grey outline.

Icon	Description
	Favourites. A list of all personal and room-based systems that you have identified as a favourite.
	Search. A search field and search results.
	Settings. A list of links that enable you to access: <ul style="list-style-type: none"><li>• Help and training resources</li><li>• Legal &amp; Privacy documents</li><li>• Sign Out feature</li></ul>

## Contact Type

In the [Favourites list](#), [search results list](#), [contact details](#), and Call Settings screen, each contact appears with its system name and an associated icon.

The icon tells you whether the video system is a personal user or a room-based system.

Icon	Description
	Personal user: A person who videoconferences using their PC, Mac, or mobile-device. In the contact details panel, a system status indicator appears with along with this icon.
	Room-based system: A wall-mounted or cart-based videoconferencing system that uses a codec.

## System Status

When viewing a [contact's details](#), and in the Call Settings screen, the contact type icon appears with its videoconference system status.

Icon	Description
	Online and available. You can initiate a video call to this contact and they have the option of accepting or declining the call.
	Busy (online but unavailable). The system is signed in to OTN's videoconferencing service but is involved in another call. Wait a few minutes and try again.
	Offline. The system is not signed in to OTN's videoconferencing service. Contact them by phone or email to schedule a video call (i.e., find out when they are available and ask them to sign in via the OTNconnect app or at otnhub.ca).

## Action Buttons

These buttons appear with both personal systems and room-based systems.

Icon	Description
	<a href="#">Connect</a> and start a video call. Appears in the <a href="#">contact details</a> . Swipe-left on a name to view these buttons in the <a href="#">Favourites list</a> or a <a href="#">search results list</a> .
	Manage Favourites: <a href="#">Add</a> or <a href="#">remove</a> a contact/system to/from your favourites list. Appears in the <a href="#">contact's details</a> .

## In-call Video Controls

When you are in a video call, you can control your equipment and your view of the displayed video image.

### Changing screen orientation

While in a video call, for optimum viewing, use a landscape orientation.



### Selecting camera, microphone, and self-view

The Video Control bar contains the control buttons.

Tap a control button to toggle through its functions as listed below.

Icon	Description
	Front camera
	Rear camera.
	Microphone on
	Microphone off (muted)
	Webcam camera on
	Webcam camera off (privacy mode)
	Self-view picture-in-picture
	Other video image only (no self-view picture-in-picture)
	End call (disconnect)

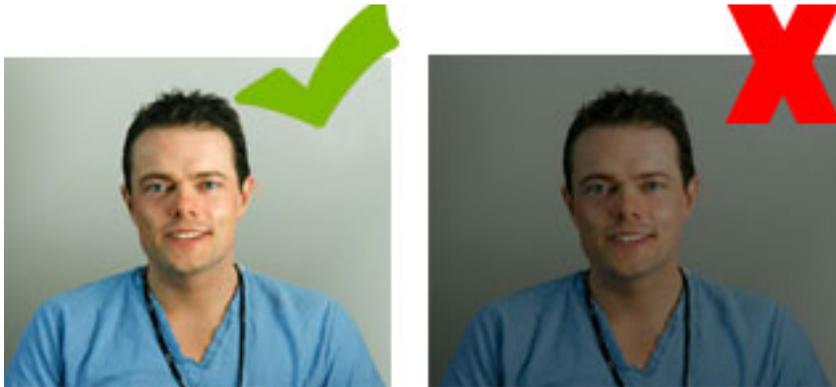
# Tips

Looking for some good advice to help ensure a successful videoconference? Check out these tips...

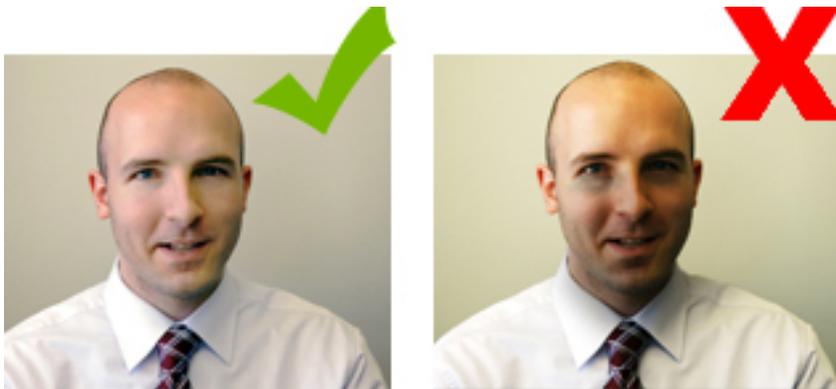
- [Ensuring the best lighting.](#)
- [Preparing for a successful videoconference.](#)
- [Presenting a professional video image.](#)

## Ensuring the Best Lighting

Make sure there is enough light. More light equals better details.



Use a desk lamp to augment overhead light. A strong light coming from overhead casts shadows, which can be unflattering or distracting.



Avoid sitting in front of a bright window. A strong light coming from behind can cause your video image to appear as a shadow or with glowing edges



## Preparing for a Successful Videoconference

### Before you call, confirm with the other participant.

Before starting a clinical consultation, confirm with the person you are calling that they are ready and expecting your video call.

- This is important to avoid privacy breaches.
- It gives them the opportunity to make their own preparations for a quality video call.



### At the beginning of a call, check that everyone is connected.

Allocate a few minutes at the start of the session to confirm that both you and the party you're calling have good quality audio and video before starting the clinical consultation. Check that you can both:

- See each other clearly.
- Hear and understand each other.

## Presenting a Professional Video Image

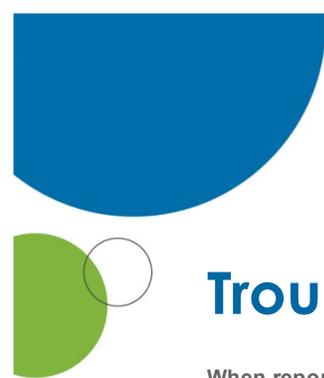
### Video Tips

- Avoid rapid movements or erratic hand gestures.
- Avoid wearing clothing with loud patterns or solid red or white.



### Audio Tips

- Reduce background noise.
- Mute yourself when not speaking.
- Pause and wait to hear comments or responses from a remote site – a slight audio delay is normal.



# Troubleshooting

**When reporting an incident**, please provide as much information as possible. Include details about your videoconference experience and be sure to **include the following**:

- Time and date when you encountered the error
- Device you are using (iPhone or iPad)
- iOS version
- OTNconnect app version
- Screen shots and error messages



When you call OTN Technical Support for help, use a different device than the iPhone you use for the OTNconnect app.

In order to troubleshoot your issue, it is important that you are not calling from the phone you need help with. For example, Technical Support might need to talk to you while you run a test video call.

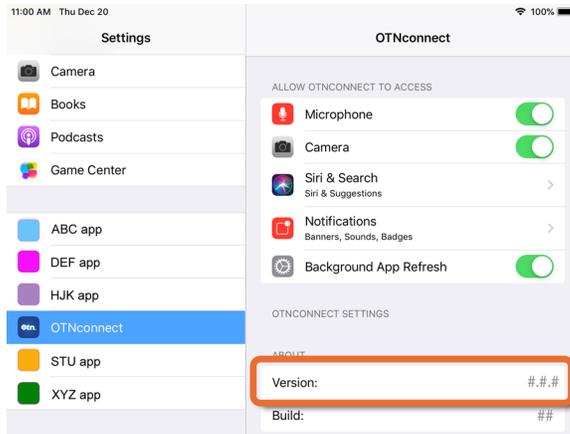
The following issues and their potential solutions are described:

- [Checking the app version](#)
- [Poor video quality](#)
- [Untrusted developer message](#)
- [Deleting the app](#)

## Checking the App Version

If you need to know which version of the app you're running, follow these steps:

1. Open your device **Settings** and scroll down to the installed apps.
2. In the list of apps, locate and tap the **OTNconnect app**. The OTNconnect app panel appears listing the Version number.



## Poor Video Quality

Poor video quality can be caused by a number of factors. Here are a few things to check:

- Ensure you have correctly configured your [device settings](#).
- Check the [bandwidth quality](#) of your wireless connection issues.
- Make sure Wi-Fi is on and that you can see your network listed in [Wi-Fi settings](#).
- Check your [camera, microphone, and speaker settings](#).
- Ensure that you have [good lighting](#).

## Checking Your Wi-Fi Settings

The quality and strength of you Wi-Fi connection can directly affect your video quality. Make sure Wi-Fi is on, that you can see your network and it has a strong signal.

1. Tap **Settings > Wi-Fi**, look for your network in the list and make sure Wi-Fi is turned on.
  - If you are connected, a blue checkmark appears beside the network name.
2. If you are not connected, tap the name of your Wi-Fi network to join and if prompted, enter the password for your Wi-Fi network.
3. While connected, check the signal strength indicator for your network. You want to see a strong connection. A network's signal strength appears as a set of bars next to its name
  - Dark bars (  ) indicate a strong network connection.
  - Lighter coloured bars (  ) indicate a weak connection.
  - No bars (  ) indicates no signal.
4. If there is no signal, check your router (or ask your IT/Network Administrator to check).
  - Make sure your router is on and that you are within range. If you are too far from your router you will not get a signal, so make sure you are within range

## Checking Your Camera, Microphone, and Speakers

If the person you are calling complains about what they see and/or hear from you, go through these troubleshooting steps.

If you are unable to see the other person's video or hear their audio, ask them to go through these troubleshooting steps too.

1. To check the speakers, go to **Settings > Sounds** and drag the **Ringer And Alerts** slider to turn the volume up. You should hear the ring tone clearly.
2. To check the microphone, use the iPhone or iPad's standard **Voice Memos** app. Open the Voice Memos app or ask Siri to open it and speak into the microphone. Then play back the recording. You should hear your voice clearly.
3. To check the camera, quickly swipe up from any screen (except the home screen) and tap the camera button. Select **Video** and the **Front Camera**. You should see your self-image.

## Fixing Microphone Issues

If you can hear sounds from other apps on your device or if other participants cannot hear you, the issue might be your microphone. The following might help fix the issue:

- Start the OTNconnect app, [start a test call](#), and ensure that the [microphone is on and not set to mute](#).
- If you are using a headset, ensure that it is properly plugged into the headset jack. If you are not using a headset, ensure that nothing is plugged into the headset jack.
- When using your device, make sure you do not block the microphone with your fingers or other object.
- If you are using a screen protector or case that covers the microphone, remove it.
- Clear any debris from the microphone

### Fixing Camera Issues

If you cannot see your self-image, the issue might be your camera. The following might help fix the issue:

- Start the OTNconnect app, [start a test call](#), and ensure that the [camera is on and not set to "privacy mode"](#).
- Make sure that no other app is using the camera. Like any camera, it can only be used by one program at a time.

### Fixing Speaker Issues

If you cannot hear other participants, the issue might be your speakers.

Check your device's volume controls:

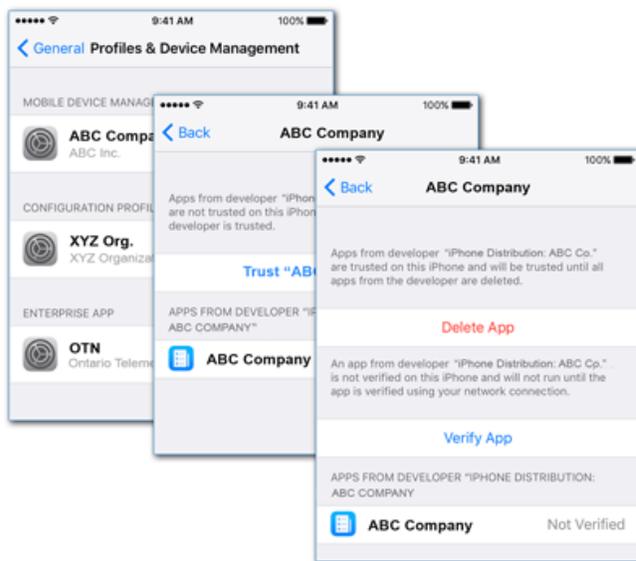
- Ensure the sound is not muted.
- Adjust the volume if it is set too low.

## Untrusted Enterprise Developer Message

Under certain conditions, you might receive an “untrusted developer” message when you first try to open the app. The message is a result of additional security features of iOS 9 and later. To address the issue, you need to establish trust for the app developer.



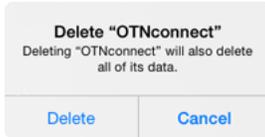
1. To dismiss the message, tap **Cancel**.
2. To access your device's Trust Settings, tap **Settings > General > Profiles** (or Profiles & Device Management).
3. Locate the app developer in the Profiles panel and tap the name to establish trust. A prompt appears asking to confirm your choice.
4. Tap the **Verify App** prompt. After you establish trust settings, you can return to the device's Home screen and open the app.



## Deleting the App

You can delete the OTNconnect app the same way that you remove any app from your iPhone or iPad.

1. Find the **OTNconnect** app (  ) on your Home screen and press and hold it for a few seconds. It (and all the other icons of removable apps) will start to jiggle and a small X appears at the top left corner of each removable app.
2. Tap the **X** on the OTNconnect app. A confirmation dialog box appears.



3. To confirm that you want to delete the app, tap **Delete**. After you have deleted the app, to go back to the normal state, press the Home button.



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