

OTNconnect

# iOS App User Guide

## Getting Started

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>



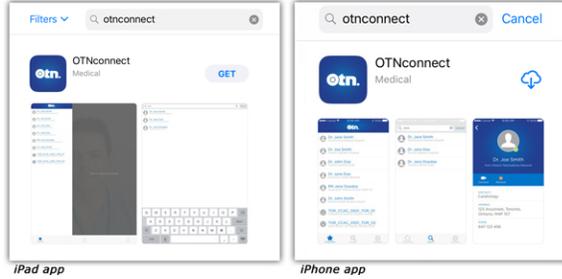
## Installing the App

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.



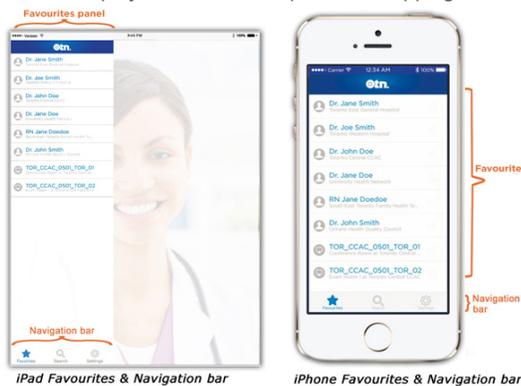
## Launch the App

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.



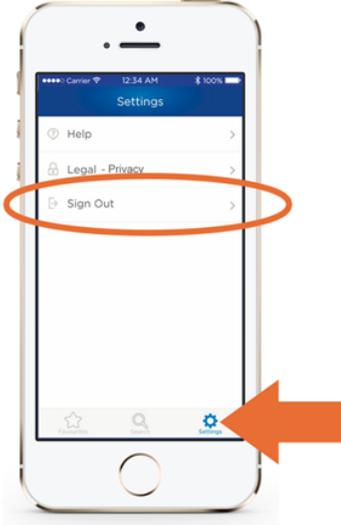
If this is the first time that you have used OTNconnect, the Favourites panel is empty.

To start adding to your favourites list:

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

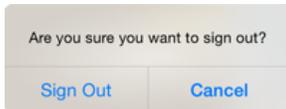
## Signing Out

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.



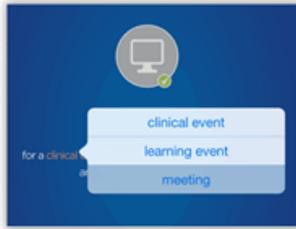
Several components **failed** the test.

- 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](#).

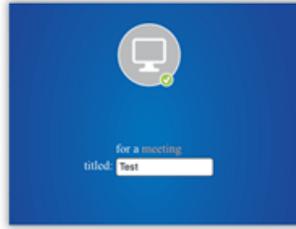
## Making a Test Video Call

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.