

OTNhub Room-System Calls via a PC or Mac

When videoconferencing with a room-based system (also known as a legacy or H.323 video system), it is 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).

- Notes:** (1) These instructions apply to **one-on-one calls** (point-to-point) between an OTN-registered personal user and an OTN-registered, room-based system.
- (2) If you want to start a **group call** (multi-point), **or** involve a “**guest via email**” or a Non-OTN standards-based solution, use the [Scheduling eVisits \(OTNinvite\)](#) feature.
- (3) If you want to view real-time availability of the Patient Access Network (PAN) sites and book appointments, use the [Viewing and Scheduling PAN Sites](#) feature.



When calling a room-based system, always confirm that they are expecting your call, to avoid a privacy breach.

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For further assistance and technical support, contact Ontario Health (OTN) Technical Support

Phone: 1-855-654-0888 **Email:** techsupport@otn.ca

1 Making an Unscheduled Direct Call

You can make an unscheduled direct call (also known as an ad-hoc or on-demand call) from many places after you have logged in to otnhub.ca.

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.

Note: These instructions are for calls between an OTNhub user and a system registered with the OTNhub. If the call will involve a "guest via email" or a Non-OTN system, refer to [Scheduling eVisits \(OTNinvite\)](#) for detailed instructions.

1.1 Starting a Call

If you are on the OTNhub landing page, in the **Make a Video Call** panel, click **Go**.

Or from the **Videoconference** service, click **Create event** at the top of the **Events List** and then click **Create a new event**.

Or click the **Actions & Favourites** icon in the top-right banner and at the top of the panel, click **Create event**.

Or locate the desired system in your **Favourites** list, click the name, and then click the **Call** button under the name.

Any of the above actions will open a Connect panel, where you will identify the system you want to call and provide some call details.

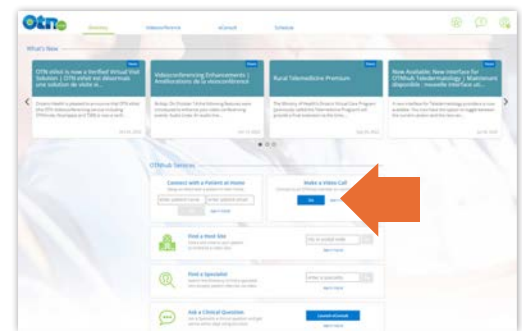


Figure 1: Landing page with Make a Video Call

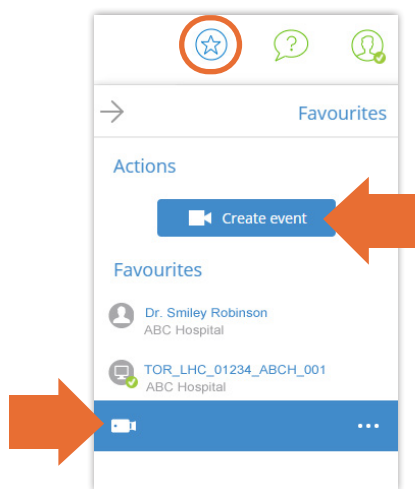


Figure 3: Favourites panel
Connect button
or a favourite's call icon

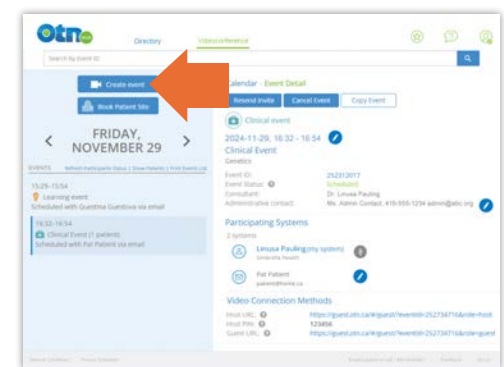



Figure 2: Videoconference Connect button

1.1

Providing Call Details and Connecting

Note: These instructions are for calls between an OTNhub user and a system registered with the OTNhub. If the call will involve a “guest via email”, or a non-OTN system, refer to [Scheduling eVisits \(OTNinvite\)](#)  for detailed instructions.






- To identify the **Event Type**, click the drop-down arrow and select one of the following types:
 - Clinical** events involve at least one health care provider and one or more patients who are discussed or participate in the call.
 - Learning** events involve a speaker and an audience, such as conferences, workshops, interest group sessions, training programs, or lunch and learn sessions.
 - Meeting** events involve organizational, operational, or management content such as committees, working groups, project status reports, or interviews.

By default, your system appears as the first participant and as the consultant system. Unless you schedule (are a delegate for) one or more other systems*.



- Click the **Participating System(s)** drop-down field and select “OTN Member or System”.
- In the **Search for people or room systems** field, type a few characters of the name, site name or organization name.
A list of matching names appears as you type three or more characters.

- Look for the desired system in the **Search Results** list and click the name to select it.

The **Call Settings** panel updates the Participants list.

- If the system is not yet a favourite, a  icon appears. Click to add to your Favourites.
- If the system is already a favourite, a  icon appears. Click to remove from your Favourites.
- If the status is online , continue with the next steps.
- If the status is busy  or offline , you cannot call them. Try again later.

- The **Consultant / Speaker / Chair** (also known as the ‘host’).

- The consultant/host **system** is identified with a Host icon  beside their name in the participating systems list.
- To change the host system, click the Participant icon  beside the desired name in the participating systems list.

- If the host participant is the OTN room-based system, to identify the **Consultant Name****, type a few characters of the name in the Consultant/ Speaker/Chair name field and select a name from the drop-down list.

Continued next page...

* If you schedule (are a delegate) for one other system, that system appears in the Participating Systems list (your own system does not appear).
If you schedule for multiple systems, the Participating Systems list is empty.

** Consultant field does not appear if an OTNhub personal user (PCVC) is selected as the host.

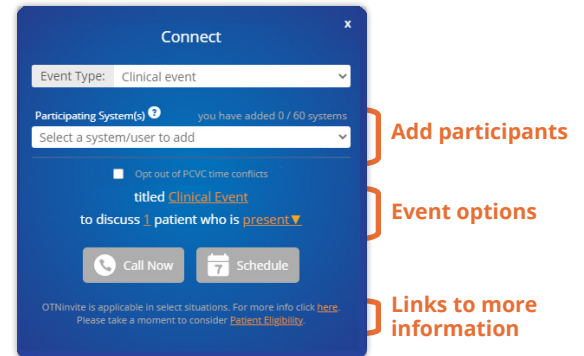


Figure 4: Connect panel with clinical options

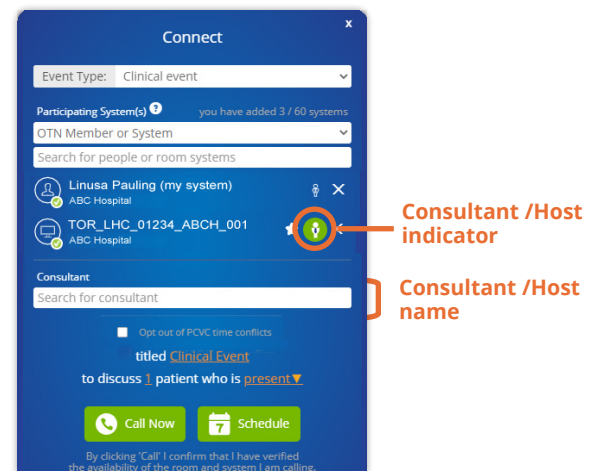


Figure 5: OTN system set as consultant/host


7. If you do not want OTNhub to check for scheduling conflicts select the **Opt out of PCVC time conflicts**,

For example, if you want to book 10-minute one-on-one clinical back-to-back appointments that overlap, which allows the consultant to join each event when they need to (similar to Outlook calendar event scheduling).

This applies only to PCVC systems. Conflict checking remains in place for legacy / room-based systems.

8. To identify the various **Event Options**, click the desired field and select an option or fill in the field as described in the table below. This information is needed for reporting and tracking purposes.

Field	Description
Title	An optional field. Type a meaningful title in the field and to ensure readability use a title that is less than 100 characters.
Number of Patients	Appears for Clinical events. If more than one patient will be seen or discussed during the call, type the number of patients.
Patient Present?	<i>Required for Clinical events.</i> Defaults to 'present'. If no patients will be present during the call, select 'not present'.

9. To initiate the call, click .

If the system you are calling is powered on and available, an alert 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 your call cannot be connected, a message appears.

10. While in a videoconference, you can use the controls at the bottom of the video window to mute your microphone or turn off your camera and access other controls.

For detailed instructions about the video window and its controls, see the user guide, [Using the Video Window](#).

11. When you have finished the videoconference, click the **End Call** button  to disconnect.

Or the person using the room-based system can use the Disconnect button on their system's remote control.

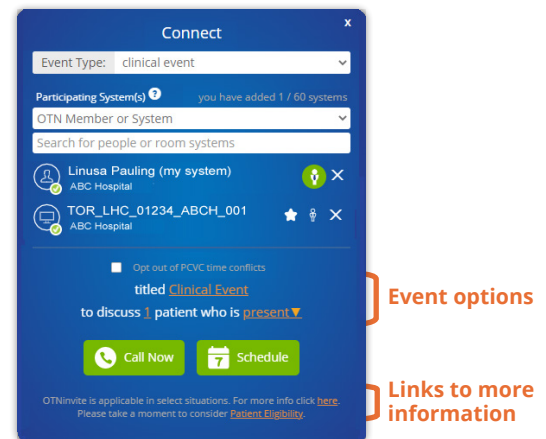


Figure 6: Connect panel with one system participant



Figure 7: Videoconference in session

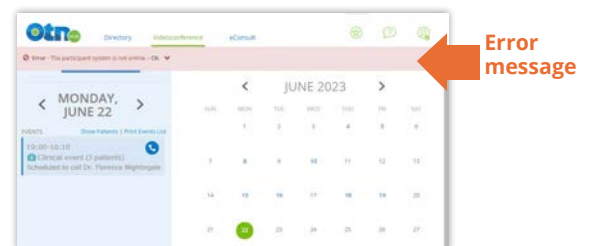



Figure 8: Error message - system unavailable


1.2

Restarting a Disconnected Unscheduled Call

If you are participating in an unscheduled videoconference and the call is accidentally disconnected, you can easily restart (reconnect) without having to fill in the **Call Settings** information again.

1. Return to the **Calendar and Events List**.
2. In the **Events List**, locate the event listing that appears with the time you made the original call.
3. To initiate the call, click the **Call** button .

If the system you are calling is powered on and available, an alert appears on its screen to notify anyone in the room about the call. The room-based system automatically answers and the videoconference window appears.

4. When you have finished the videoconference, click the **End Call** button  to disconnect.
Or the person using the room-based system can use the Disconnect button on their system's remote control.

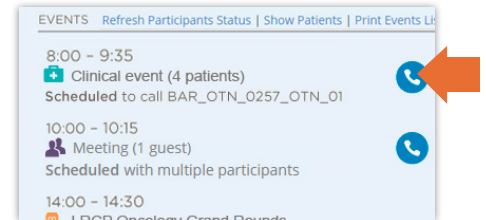


Figure 9: Events list




Figure 10: Videoconference in session

* The Call button is active throughout the day of the event.

2 Joining a Scheduled Video Call

If you are a participant in a scheduled videoconference, the event will appear on your Calendar and Events List. **On the scheduled date of the event**, a call button appears (and if requested, an auto-connect indicator).

2.1 Joining via an Event Listing

On the scheduled date, a **Call** button  appears in the **Events List** and in the **Event Details** screen. You can use this to join the videoconference.

The Call button is active throughout the day of the event.

You do not have to fill in a **Call Settings** screen because this information was provided when the event was scheduled.

If the videoconference is set to **auto-connect**, an indicator appears and at the scheduled start time, you will receive an invitation message. See [Auto-Connected Calls](#) on page 7.

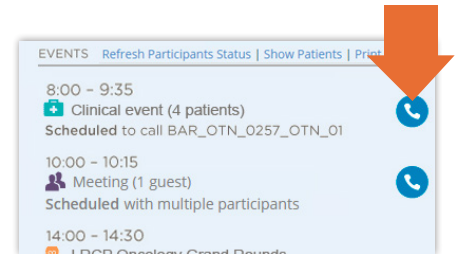



Figure 11: Events list

1. Go to the **Calendar and Events List**.
 2. In the **Events List**, locate the event listing for the videoconference.
 3. To initiate the connection, click the **Call** button *.
- If the system you are calling is powered on and available, an alert appears on its screen to notify anyone in the room about the call. The room-based system automatically answers and the videoconference window appears.
4. While in a videoconference, you can use the controls at the bottom of the video window to mute your microphone or turn off your camera and access other video window settings.

For detailed instructions about the video window and its controls, see [Using the Video Window](#) .

5. When you have finished the videoconference, click the **End Call** button  to disconnect.

Or the person using the room-based system can use the Disconnect button on their system's remote control.

Video
window
controls



Figure 12: Videoconference in session

* The Call button is active throughout the day of the event.





2.2 Auto-Connected Calls

A scheduled videoconference in your calendar might be set to start automatically. This happens when:

- The organizer of a one-on-one videoconference specifically sets the event to start automatically.
- The event is a multi-point videoconference (e.g., three or more participants).



To receive auto-connect calls, you must be signed in at otnhub.ca and have the browser window open.

1. Locate the event in your **Events List** or view the **Event Details**.
On the day the event is scheduled, both an auto-connect message and a **Call** button * appear.
2. At the scheduled start time both parties receive an **Incoming call** message.
3. To connect and join the call, click the **Answer** button .
A video window opens.
When both parties have answered, the video call can begin.
4. If one of the parties doesn't answer, the connection attempt stops and both parties receive a **Missed Call** message.
5. If you missed a call and want to try connecting again, go the **Event Details** page or locate the event in your **Events List** and click its associated **Call** button .
6. While in a videoconference, you can use the controls at the bottom of the video window to mute your microphone or turn off your camera and access other video window settings.
For detailed instructions about the video window and its controls, see [Using the Video Window](#).
7. When you have finished the videoconference, click the **End Call** button  to disconnect.
Or the person using the room-based system can use the Disconnect button on their system's remote control.

* The Call button is active throughout the day of the event.

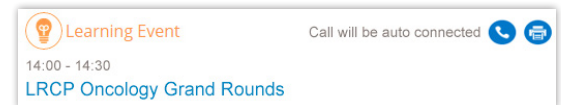


Figure 13: Event details auto-connect message

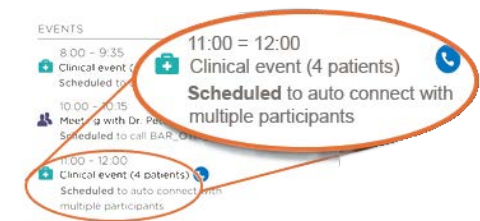


Figure 14: Events list auto-connect message



Figure 15: Incoming call message followed by videoconference in session

Error message

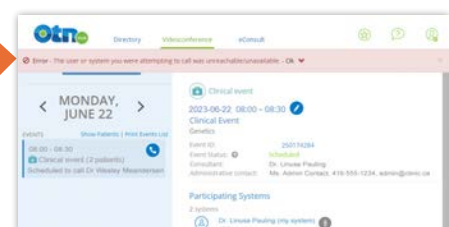


Figure 16: Missed call message