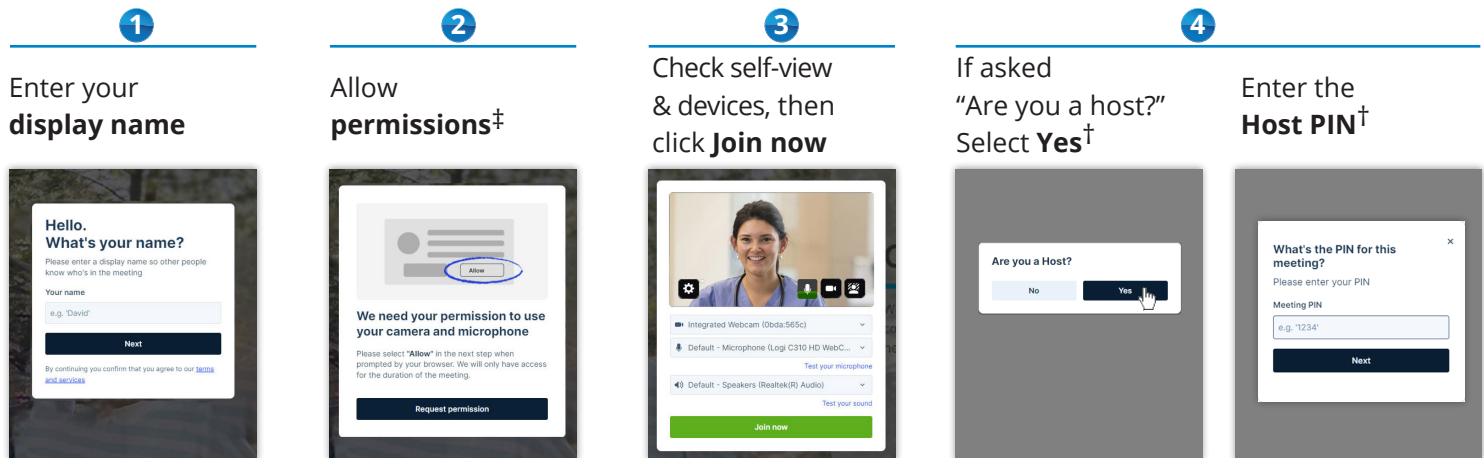


OTNinvites - for Hosts

Joining an OTNinvite event via Host URL

When starting a video visit using the Host URL, the app lets you check that your setup is ready for a successful call. Before entering the call, a few panels appear to check your equipment and self-view.



[‡] Permissions appear only for first time use or after you clear your browser cache.

[†] The "host" question appears only when the event does not have a Guest PIN.

Video layout & features.



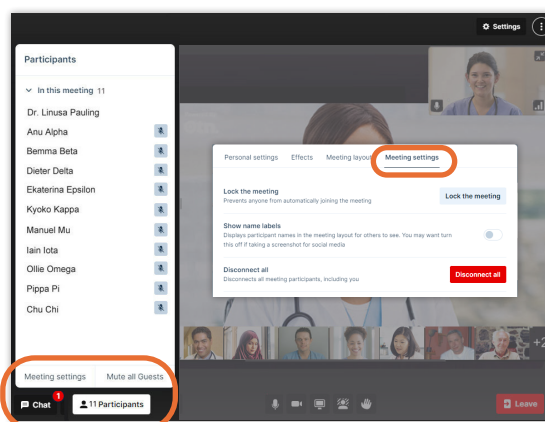
Meeting (group) controls

These controls let you apply an action to all participants in a call.


To show or hide the **Participants Panel**, click  **Participants** in the bottom-left of the video image.

Controls at the bottom of the panel:

- **Mute all guests** After muting, each guest must unmute themselves.
- **Meeting settings** with additional controls
 - **Lock** the meeting (prevents guests from joining)
 - **Show name labels** (shows all participants' display names)
 - **Disconnect all**



Individual participant controls

1. To show or hide the **Participants Panel**, click the  **Participants** button in the bottom-left of the video image.
2. To view the controls for a guest, move your cursor over the **guest's name**.
3. To mute, disconnect, or perform another action on the participant, click the desired control.

 **Mute** the participant's microphone. They must unmute themselves.

 **Disconnect:** Remove the participant from the video visit.

 More controls

Spotlight: Bring the participant into the main video window.

Transfer: Do not use.


Make Host: Change the participant's role to host.

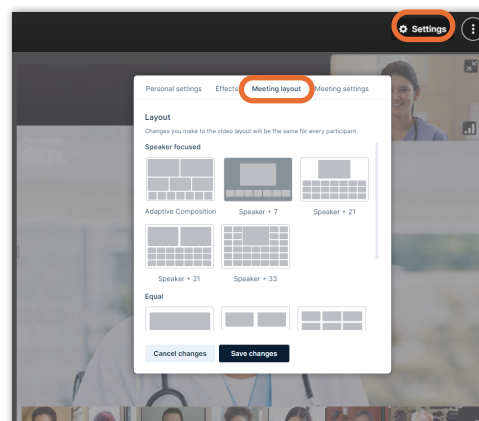
Enter DTMF: Do not use.



Screen layout controls

While in a group video visit, you can change the layout seen by all participants.

1. To view layout options, click the  **Settings** button at the top-right of the video window and select the **Meeting layout** tab.
2. Review the options and select the desired layout.
3. To hide the settings panel, click anywhere outside the panel.



Chat messaging

While in a video visit, you can send text messages to the group chat.

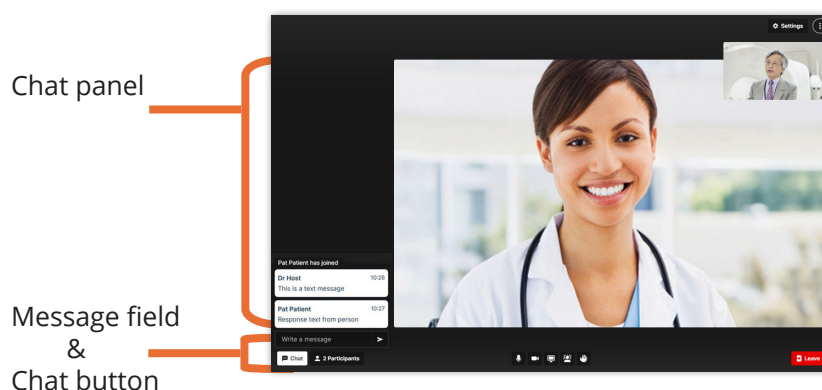
Messages in a chat:

- Are visible to everyone in the video call.
- Are available only while the video call in process. Chats are not logged or archived.
- Can include links that let you share published images, videos, files, or websites.
- Cannot be deleted or edited after being sent.

The Chat panel also shows when participants join or leave the video visit.

Participants see only those messages that were sent after they joined the video call.

When a new message is received, a red circle appears showing the number of unread messages .





Screen Sharing*

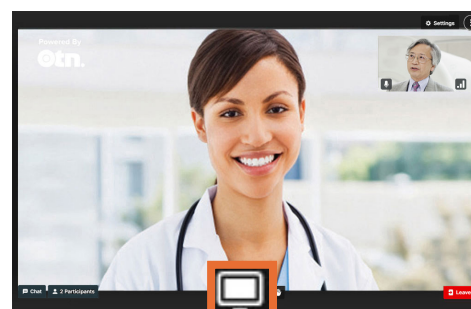
To share images or files while in a video visit, use the 'share screen' feature.

For example, if you are in a clinical video visit and the doctor needs a better view of something, you can share a photo of it while in the video visit.

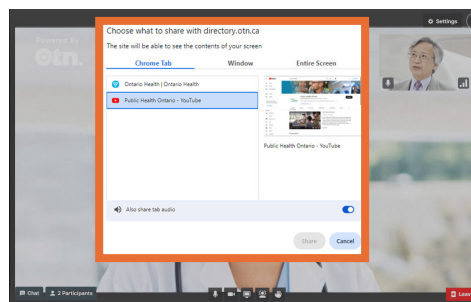


For the best performance, use a Chrome or Edge browser.
Firefox does not support sound when sharing content.

1. Open the browser tab, screen, image, or PDF file you want to share. For the best viewing, maximize the window size.
2. Return to the video window and click  (Share Screen).
3. Select a sharing option: Browser tab, Window, or Entire Screen.
4. If you need to **share sound** (e.g., a YouTube video), use the "Tab" or "Entire screen" option. (Sharing a "Window" does not include sound.)
 - If you are sharing a browser tab (e.g. YouTube video), click the "Also share tab audio" option.
 - If you are sharing an entire screen (e.g., PowerPoint), click the "Also share system audio" option.
5. Select the desired item that you want to share.
6. To stop sharing, click  (Stop Sharing) within the video window.



Share screen button



Chrome or Edge browser
share screen selection

* Feature not available on mobile devices.

Additional Settings

In addition to the **Meeting settings** and **Meeting layout** controls, you can access more settings by using the **Settings** link in the top-right of the video window.

After the Settings panel has opened:

- To apply new settings, click **Save changes**.
- To cancel or hide the panel without changing anything, click **Cancel changes** or click anywhere outside the panel.

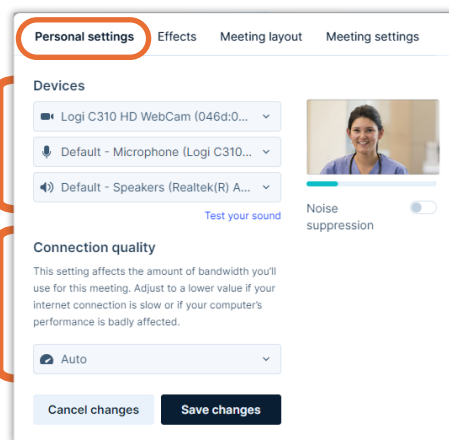
Personal settings

Devices

- Shows the currently selected devices.
- **Test your sound** lets you check that the selected speakers are working properly.

Connection quality

- Controls the amount of bandwidth you will use for the call.
- If you are on a cellular or slow Wi-Fi connection, or if you experience low-quality video, you can change this to a lower setting.



Self view

- Lets you check that your image is centered and well lit.
- The green bar shows your microphone usage. It moves when your microphone detects sound.

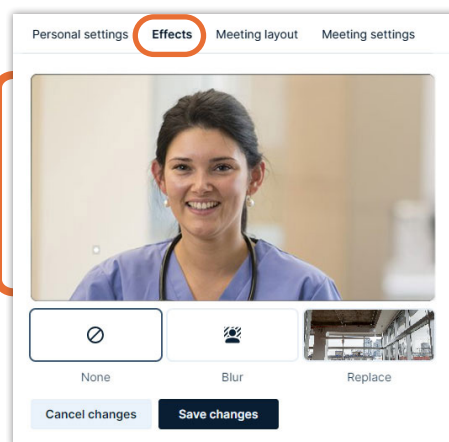
Noise suppression

- Turned off by default.
- Turn on to reduce the volume of non-speech background noise in the audio you are sending to the videoconference.

Effects (not available on mobile devices)

Self view

- Lets you check how the background effect will look.
- You can also check that your image is centered and well lit.



Effects

None

- The default background effect.
- The background appears as it is without any effect applied.

Blur*

- Blurs the background which can reduce distractions in your video broadcast.


Replace*

- Change your background to the image shown in the panel.

* Note: Blur and Replace background effects use a lot of processing power which could negatively affect your video quality.

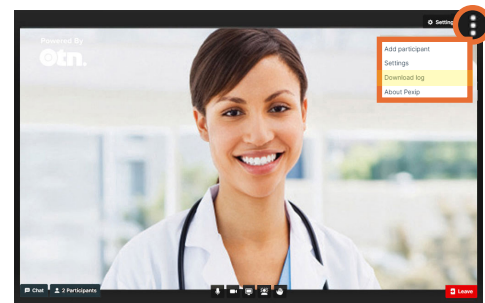
Download log file

If you have issues during your video visit, Technical Support might ask you to download a log file. This file contains information about your most recent call.

1. Click User menu  at the top-right of the video window.
2. Select Download log.
 - A log file will be saved to your browser's default download location.
 - The file will have a name like *infinity-connect-2024-07-13T12-55-16.017Z.log*.

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.
- Software version and your computer's operating system version.
- Screen shots and error message pop-ups.



User menu > download log