Using the Video Window (PC or Mac)

When you use eVisit (Videoconference) with a PC or Mac personal computer, the video call occurs in a panel within the OTNhub web page.

The video panel contains a toolbar with control buttons, which enable you to change your settings for sound and video, privacy, sharing content, and more.

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Figure 1: Video window

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

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

① Video Window Controls - Overview

The videoconference window opens with a basic set of
controls that enable you to mute and un-mute your speakers
and microphone, turn your broadcast image on and off,
turn self-view off and on, and access more controls.

When you view a lower-level set of controls, it replaces the parent set.

To return to the previous set of controls, click the ⟨ **Back** button at the
bottom of your video window.

Figure 2:   Video window

Icon	Description
	Speaker - turn your speaker(s) off and on.
	You've turned your speaker off (muted).
	Microphone - turn your microphone off and on.
	You've turned your microphone off (muted).
	Privacy Mode - turn broadcast image off and on (webcam control only – microphone remains on).
	You've turned privacy on (your video image is no longer seen by other participants).
	Self View - turn your self-view off and on.
	You've turned self-view off.
	Expand the self-view image to display in the larger video pane.
	More options - access additional controls.
	Back - return to the previous set of video window controls.
	Device Settings - click to view Device Settings panel.
	Device Settings panel in view - click to close panel.
	Share Content - click to view Content Share panel.
	Content Share panel in view - click to close panel.
	Expand the 'shared' thumbnail to display in the larger video pane.
	Participants - click to view Participants panel.
	Participants panel in view - click to close panel.
	🔓 / 🔒 Lock / Unlock Videoconference
	End call - disconnect from the videoconference and close the video window.
	Call Quality & Statistics Report - view information about your video call transmission rates.
	Full-Screen - expand the video window to use your entire computer screen.
	While in full-screen mode, to restore the video window to its previous size, click the **Exit Full Screen** control.

2 Full-Screen

Use the **Full Screen** button to toggle between full-screen mode and restoring the window to its previous size. Mac users will see the application maximized.

1. To fill your entire screen with the video image, click the 🔲 **Enter Full Screen** control.

   The video window expands to cover the entire screen.

2. To restore the video window to its previous size, click the 🔲 **Exit Full Screen** control.

   The video window contracts to a its smaller size.

Figure 3: Full-screen control

Figure 4: Full-screen video window

Figure 5: Restored smaller-size video window

3 # Speaker Control

Use the **Speaker** control to mute or turn on the sound you're hearing.

1. To turn off the sound from your speaker, click the grey
   Speaker button.

   The sound is turned off and the **Speaker** button turns
   white with a strike-through.

2. To restore the sound to your speaker, click the white
   Speaker button.

   Your speaker is turned on, sound is restored and the
   Speaker button turns grey with no strike-through.

Figure 6: Speaker control

4 # Microphone Control

Use the **Microphone** control to mute or turn on the sound you're broadcasting.

1. To mute your microphone, click the grey **Microphone** button.

   The microphone is muted and the **Microphone** button turns white
   with a strike-through.

2. To un-mute your microphone, click the white **Microphone** button.

   The microphone is turned on and the **Microphone** button turns grey
   with no strike-through.

Figure 7: Microphone control

5   Privacy Mode (Webcam Control)

Use the **Privacy** button to toggle between privacy mode and video-broadcasting mode.

When in privacy mode:

- Your video broadcast and your self-view is turned off. (See also Self View on page 6.)

- You remain in the videoconference and can see and hear other participants.

- Your microphone remains active. If you also want audio privacy, mute your microphone.

1. To stop broadcasting your video (*i.e.*, privacy mode), click the grey   Privacy button.

    Your video broadcast is turned off and the Privacy button turns white with a strike-through .

2. To resume broadcasting your video, click the white Privacy button.

    Your video broadcast is turned on, your self-view is restored, and the **Privacy** button turns grey with no strike-through .

Figure 8:   Privacy button in video window

⑥ Self View

Use the **Self-View** button to turn your self-view on and off.

You can also switch views to show your self-view in the larger image and the other participant in the thumbnail image.

Initially, self-view is on 🔲 and your video feed appears as a thumbnail image in the upper right corner of the screen.

To remove your self-view image from the video, click the **Self-View** button. When self-view is off, the button appears white with a strike-through 🔲.

To expand your self-view to appear in the larger video panel, click the 🔲 **Expand** button or anywhere in the thumbnail image.

- For example, this is useful if you are a patient site using a USB peripheral. It enables you to see what the consultant is seeing.

Figure 9: Self-view control with self-view on

Figure 10: Self-view off

Figure 11: Expand self-view

7   Device Settings

> Changing a device setting during a videoconference is partially supported in Firefox*. Use Chrome, Safari, or Edge and rejoin the call.

The Device Setting controls identify which audio/video devices you use for eVisit (Videoconference) and contains information and a link to adjust the OTNhub Videoconference bandwidth setting.

1. To view additional controls, click the ⊙ **More** button.

2. To view the Device Settings panel, click the grey ⚙ **Settings** button.

   The **Device Settings** panel appears on the left of the video window.

Figure 12: More button in video window

7.1   Speaker, Microphone, Camera

If there is more than one Speaker, Microphone, or Camera attached to your computer, you can select the one you want to use.

- The device currently in use is highlighted.
- All devices currently not in use, but available for you to choose also appear.

1. To select a different device, click the desired entry in the panel.

2. To hide the Device Settings panel, click the white ⚙ **Settings** button.

   The Device Settings panel disappears and the **Settings** button turns grey ⚙.

Figure 13: Device settings button and panel

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* Firefox allows you to change your microphone or camera, but does not allow you to change speakers during a call. See the FAQ - Changing Devices in Firefox 📄.

7.2 Bandwidth (Connection/Transmission Quality)

> ⚠ Change the bandwidth *before* you join a video visit (the change affects future calls).
>
> Changing bandwidth is supported only by Chrome, Firefox, Safari, or Edge.
>
> To check your call quality before starting a video visit, do a "mirror test".
> For instructions, see Performing a Mirror Test 🔧.

Bandwidth is a measure of the quality and strength of your network connection, which can affect the audio and/or video within your videoconference.

For example, if the videoconference is trying to use more bandwidth than your connection allows, it can cause the video to freeze, break up, or appear blurred. Or it can cause the sound to be choppy or to fade out.

When your network is causing poor videoconference quality, you can lower the bandwidth. This can improve call quality *for future calls*.

The Call Quality indicator/button in the lower-right corner of the video window shows the general quality of the videoconference's network connection.

Figure 14: Call quality indicator

1. To see your **current bandwidth setting**, check the value displayed immediately under the Bandwidth title.

2. To open your OTNhub Videoconference settings, click the **bandwidth link**.

   A new browser tab opens showing the OTNhub Videoconference settings with the default bandwidth value "High 1264 kbps".

3. To lower the maximum bandwidth used by OTNhub Videoconference for future calls, click the **Bandwidth** field drop-down arrow and select a value less than your current bandwidth and then click [Submit].
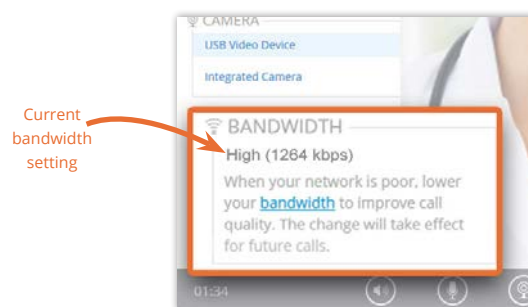
   OTNhub changes its maximum bandwidth usage to match your selected level and a success message appears.

   • The next time you participate in a videoconference, the new settings will take effect.

   • To apply the changes to your current call, disconnect and then reconnect.

   If there is a problem, an error message appears and the bandwidth is not changed.
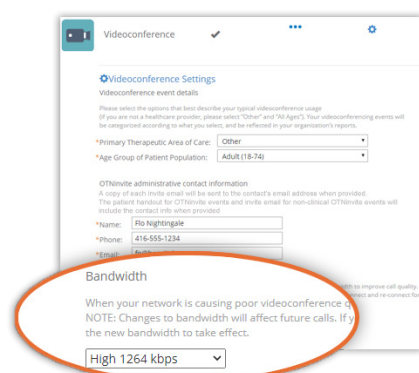

Current bandwidth setting

Figure 15: Bandwidth information

Figure 16: Bandwidth settings

8 Content Sharing

Use the Share button to share your screen with other participants in a videoconference.

Only one participant can share at a time. After the first participant shares their screen, subsequent shares must be negotiated verbally amongst the videoconference participants.

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

Sharing via Chrome or Edge

Note: For the best experience use the current browser version. If you use an earlier version (*e.g.*, Chrome v61 - v71), you need to install a screen-sharing extension.)

1. To view the Share button, click the [...] **More** button.

2. To start the share process, click the grey [⧉] **Share** button.

   A "*Choose what to share*" pop-up appears that shows available share options.

Figure 17: Screen sharing control

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 content you want to share and click [Share].

   In your browser, the shared content appears in a small image at the top left of the video window.

Figure 18: Select content to share and select "share audio" if needed

   For other participants, the shared screen replaces your image in their large video pane and your image appears as a thumbnail image in the top left corner. They can switch between the shared content and your image in the large video pane by clicking the [⧉] **Expand** button or anywhere in the thumbnail image.
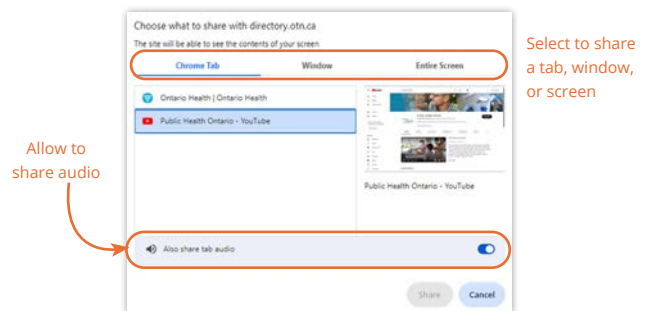
6. To expand the shared content thumbnail to appear in the larger video panel, click the [⧉] **Expand** button or anywhere in the thumbnail image.

7. To stop sharing, click the white [⧉] **Share** button in the video window toolbar.

Figure 19: Chrome with shared content

Sharing via Firefox

> **!** For the best performance, use Chrome or Edge.
> Firefox does not support sharing sound.

1. To view the Share button, click the ⋯ **More** button.

2. To start the share process, click the grey ⬀ **Share** button.

    An "*Allow directory.otn.ca to see your screen...*" dialog box appears at the top of the Firefox screen.

3. Click the **Select window or screen** drop-down arrow and select the item you want to share.

4. To permit Firefox to share the selected screen, click ⬛ Allow .

    The video window **Share** button appears white ⬀.
    The shared content appears in a small image at the top left of the video window.

    For other participants, the shared screen replaces your image in their large video pane and your image appears as a thumbnail image in the top left corner. They can switch between the shared content and your image in the large video pane by clicking the ◣ **Expand** button or anywhere in the thumbnail image.

5. To expand the shared content thumbnail to appear in the larger video panel, click the ◣ **Expand** button or anywhere in the thumbnail image.

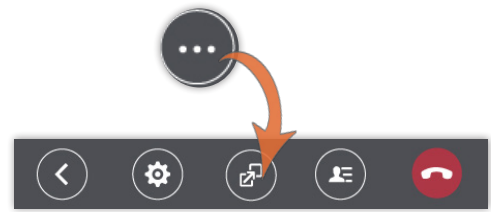6. To stop sharing content, click the white ⬀ **Share** button in the video window toolbar.
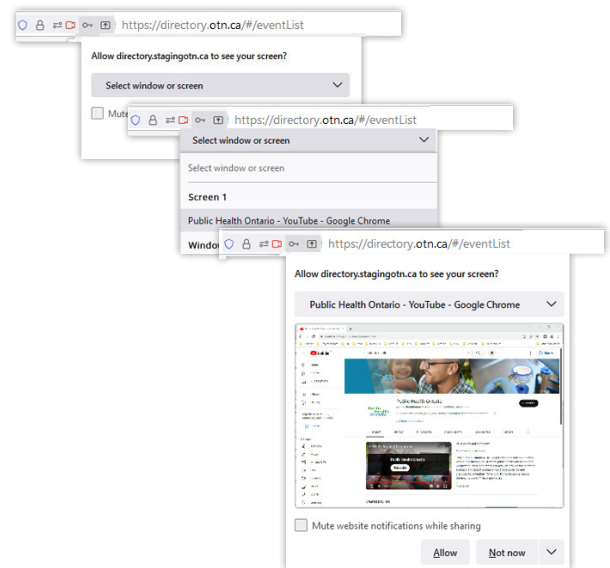
Figure 20: Screen sharing control

Figure 21: Firefox "share" dialog box

Shared content
thumbnail image

Figure 22: Firefox with shared content

9   Participants Panel

The Participants panel displays a list of all participating systems in the videoconference. From this panel you can access additional features such as, far-end camera control.

1. To view the screen sharing button, click the ⬛ **More** button.

2. To view the participants panel, click the grey ⬛ **Participants** button.

   The **Participants panel** appears on the left side of the video window.

3. To hide the Participants panel, click the white ⬛ **Participants** button.

   The Participants panel disappears and the **Participants** button turns grey ⬛ .

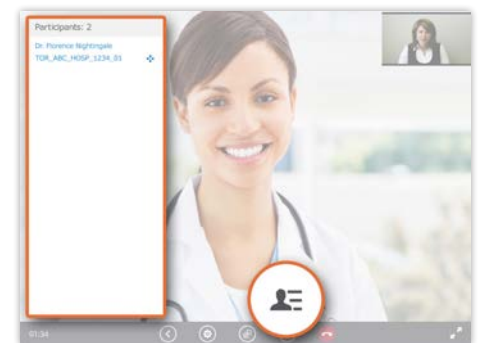**Figure 23:** Participants panel control

Figure 24: Participants button and panel

9.1   Far End Camera Control

The **Far End Camera Control** (FECC, also known as "Pan, Tilt, Zoom or PTZ), allows you to manipulate the motion of a room-based system's camera.

Before using the control, always inform the far side participants that you are going to move their camera.

There are two requirements:

• The camera in the room must be motorized to enable motion.

• The room must be configured to allow FECC.

   If a room-based system is FECC enabled, an ⬛ **FECC** button appears beside the system name (on the right).

1. To display FECC controls, click a participant's associated ⬛ **FECC** button.

   The **Remote Camera Controls** appear.

2. To pan (move side-to-side) and tilt (up and down) the camera, click the associated ⬛ arrow control buttons.

3. To zoom in, click the ⬛ plus control button.

4. To zoom out, click the ⬛ minus control button.

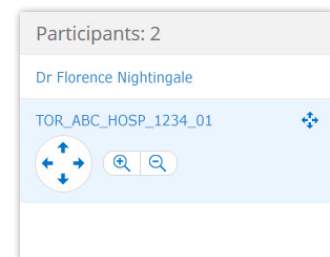5. To end far end camera control and hide the controls, click the ⬛ **FECC** button again.

Figure 25: Remote camera controls

9.2 Locking a Videoconference

The 'lock' feature described below is available only for OTNinvite events.

- And available only when you access the event using the Event Details 📞 **Call** button*.

- If you access an event via its OTNinvite URL and Host PIN, a different locking feature is available. For instructions, see the user guide Using OTNinvite 📄.

After all participants have joined the videoconference and the host has taken attendance, the host should 'lock' the videoconference. This helps prevent privacy breaches.

- Only the videoconference host can lock and unlock the event.

- The lock button appears only in the host's video window.
  ('Guest' participants will not see the Lock button.)

- The lock button appears at the bottom of the Participants panel.

- When locked, no one can join the videoconference.

- When a host first enters their videoconference, it is unlocked 🔓.

Notes: (i) While a videoconference is locked, if a participant loses their connection and needs to reconnect, they must contact the host and ask them to unlock the videoconference before the participant can reconnect.

(ii) If the host ends their videoconference while it is locked, it will remain locked until they log in to OTNhub and unlock it.

1. To lock a videoconference, click the blue 🔓 **Lock** button in the **Participants** panel.

   While the videoconference is locked, the lock button appears red 🔒.

2. To unlock a videoconference, click the red 🔒 **Lock** button in the **Participants** panel.

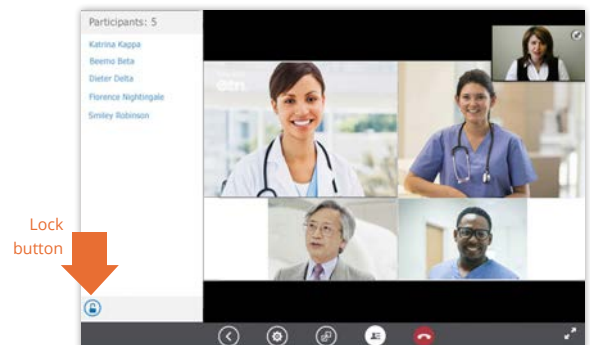   While the videoconference is unlocked, the lock button appears blue 🔓.

Figure 26: Participants panel with lock button

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* For *one-on-one* calls, the Call button is active throughout the day of the event.

For *multi-point* calls, the Call button is active only for the duration of the event (that is, between the event's start and end times).

10 Call Quality Indicator & Statistics Report

The ▦ Call Quality indicator/button in the lower-right corner of the video window shows the general quality of the videoconference's network connection.

    ▦ Excellent

    ▦ Good

    ▦ Poor

    ▦ Terrible

If this indicator shows ▦ **Terrible** or ▦ **Poor**, try lowering the maximum bandwidth used by OTNhub Videoconference.

1. To view a **Call Statistics Report**, click the ▦ Call Quality button.

    A pop-up appears listing real-time information about your network connection, shown in four groups.

        Outgoing Audio   Incoming Audio

        Outgoing Video   Incoming Video

    A quality indicator appears with each group: **Excellent**, **Good**, **Poor**, or **Terrible**.

    If you need to contact your ISP or OTN technical support, these statistics might be useful.

2. To remove the pop-up, click CLOSE .

Figure 27: Call quality indicator
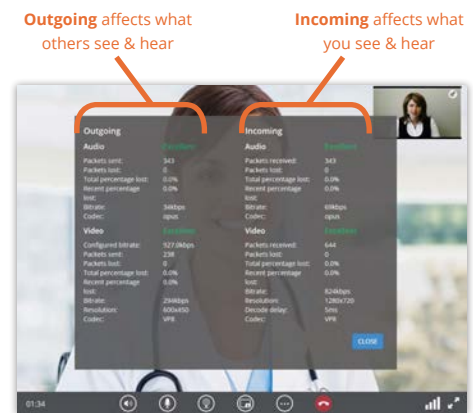
Outgoing affects what others see & hear

Incoming affects what you see & hear

Figure 28: Call statistics report