

HNE Telehealth

Windows Videoconferencing - Internet Explorer Versions 9-11

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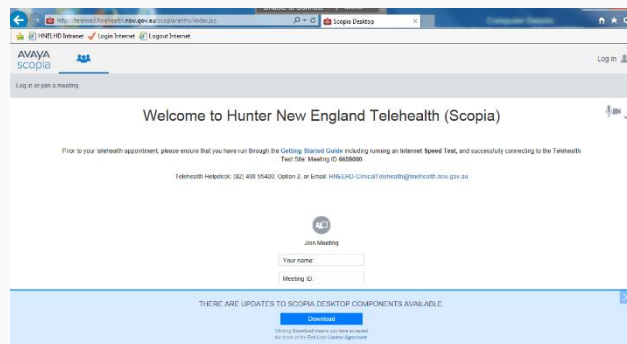
This is a three page guide for easy and effective use of the Hunter New England videoconferencing application, accessed from a Windows personal computer (PC) with a webcam

Things to know and do before a videoconference:

- Confirm the appointment date and time.
- Obtain the videoconferencing meeting room ID. This should be provided to you by the HNELHD clinician.
- Test your connection before the appointment. Have a practice using the software **before** doing the clinical videoconference.
- Review the tips section on the third page of this document.

Initial Setup:

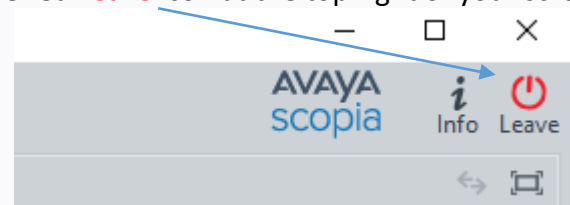
1. If you have not already done so, please check your internet connection speed. To do this, navigate to <http://www.hnehealth.nsw.gov.au/telehealth> and select the **Getting Started** tab.
2. Once you have checked your internet speed, navigate to the following link to install the telehealth software: <http://telemed.hnehealth.nsw.gov.au>.



3. Select the **Download** button. (*This step is only required the first time you use the software on your computer.*)
4. Select the **Run** button once. (*This step is only required the first time you use the software on your computer.*)
5. A download progress window should display.
6. A message stating your software has installed successfully displays. Select OK and close and reopen your browser.
7. Enter your name.
8. Enter the videoconferencing meeting room ID **6659000** (this is the test site – you will get a different ID for your appointment)
9. Click the **Participate Now** button.

Regular Steps:

1. In your web browser, navigate to the following link <http://telemed.hnehealth.nsw.gov.au>.
2. Enter the meeting ID (it may have been called a Virtual Meeting Room or VMR Number)
3. Select Participate Now.
4. The videoconference will launch.
5. If your clinician has not yet connected, you will be placed in a virtual waiting room.
6. Once your appointment is complete, select the red **Leave** icon at the top right of your screen to hang up.



Troubleshooting

1. Unable to access the videoconferencing link

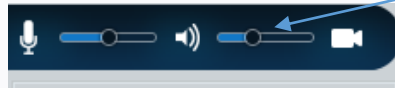
Ensure that you have typed the correct URL in the web browser. The correct link is: <http://telemed.hnehealth.nsw.gov.au>. Note that there is no **www** in the address.

2. The other participant is unable to hear me

A red line through the microphone on the top left of the window indicates that your microphone is on mute. Click the microphone button to unmute the call.

3. I cannot hear the other participant

Ensure that the volume of your speakers is turned up. Both within the application and your PC volume.



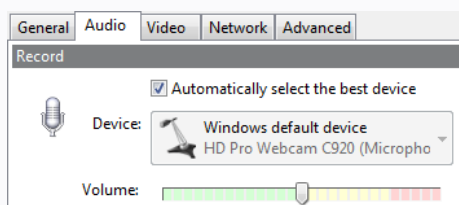
4. Ongoing audio problems

In some circumstances, the wrong device is selected for audio input and output. In this scenario:

- Ensure that you are not on a videoconference call
- Log onto the home page for videoconferencing: <http://telemed.hnehealth.nsw.gov.au>.
- Click on the icon to then select **Adjust audio and video devices**.



- Ensure that you have the correct microphone and speakers selected. You may need to uncheck the box labelled **Automatically select the best device**.



Videoconferencing tips

Practice

- Practice using the videoconferencing software before the appointment.
- Practice muting and unmuting the microphone.

Prepare

- Ensure that you have a backup phone number of the other participant(s).
- Be early and prepared for your appointment.
- Ensure that you are logged on, on time.
- Sit in a comfortable position within a quiet area.
- Adjust lighting and camera position in the room to ensure that a clear image is received.
- If possible, avoid wearing overly patterned or colourful clothing.

Present

- Have a list of any specific questions for the videoconference.
- Do not move the camera while the videoconference is in progress (unless requested).
- If you do not understand something, ask for it to be repeated.

Performance

- Know how to troubleshoot rapidly in the event of a bad connection. For troubleshooting tips please see the left panel.

Support

Contact numbers for your clinician: