

HNE Telehealth iPad/iPhone Videoconferencing

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This is a three page guide for easy and effective use of the Hunter New England video-conferencing application, accessed from any Android device

Things to know and do before a videoconference:

- Download the Scopia from the App Store (*free*)
- 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 second page of this document.

Initial Setup:

1. If you have not already run a speed test, install the OOKla Speedtest App & run the test



2. Download and install the **Avaya Scopia Mobile** application from the **App Store**



3. Open the application and enter the address **telemed.hnehealth.nsw.gov.au** as the Scopia Desktop Server and click **Done**

Settings

Scopia Desktop Server

telemed.hnehealth.nsw.gov.au

Login Credentials (optional)

Enter your user name

Enter your password

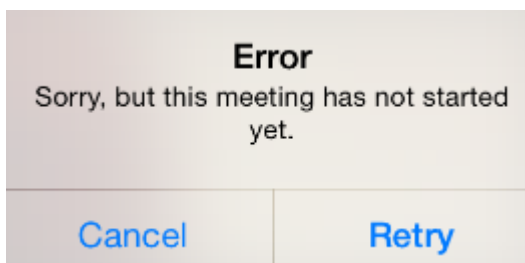
Version: 8.3.1 (74.10)
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Info Done

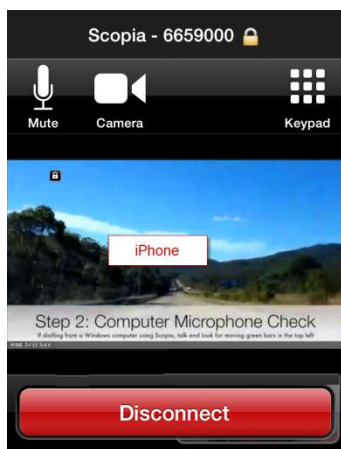
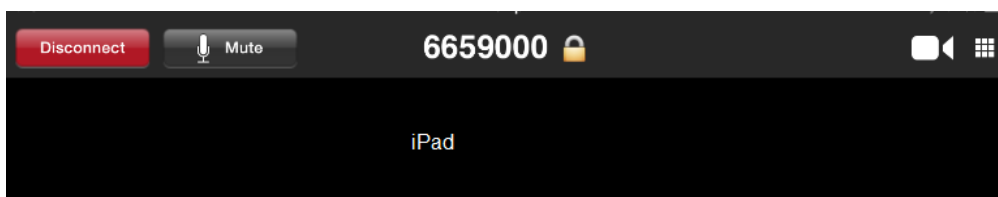
4. Enter the **Meeting ID 6659000** and click **Connect**
5. The test site will now load

Regular Steps:

1. Open the Scopia App
2. Enter the meeting ID (it may have been called a Virtual Meeting Room or VMR #)
3. Select Connect
4. If the HNE clinician has not yet joined the meeting you will receive an error message.



5. Keep trying to connect – if it is 5 minutes after your appointment was due to commence, contact the Clinic via phone to check if there are any unexpected issues delaying the consultation.
6. Once the clinician has joined the meeting, you will be able to connect to the meeting room and commence the video-conference.
7. On the top menu there are buttons to **mute** the audio and to select or disable the **camera** being used in the video-conference
8. To **end the meeting**, on an iPad, click on Disconnect, at the top of the screen , for an iPhone, click in the middle of the screen & then select Disconnect



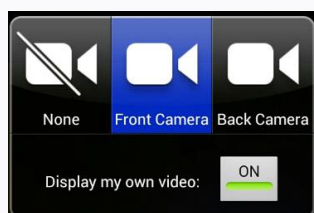
Troubleshooting

1. Unable to connect to the meeting

- Check the correct server address has been entered
- Check the meeting room number you have entered is correct for your clinician
- Ensure the appointment time is correct

2. The clinician is unable to see me

In the top right corner is a **Camera icon**. Ensure that the front camera is selected.



3. The clinician is unable to hear me

Also in the top right corner is a **Mute icon**. Ensure that this appears **without** the line through the microphone

4. I cannot hear the clinician

Ensure that the volume of your device speakers is turned up.

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: