Making Video Calls

Getting the most out of your Attend Anywhere® consultations and meetings

Making Video Calls

Audience - People who participate in consultations and meetings via video, using Attend Anywhere.

If you need assistance relating to the content of this book,
contact enquiries@attendanywhere.com

PDF note: For best results when printing this document, use your printer's double-sided setting if available.

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Overview

Introduction

Making Video Calls contains information and advice for Attend Anywhere users who participate in video consultations and meetings. Its focus is the activities that users are likely to perform every day, as well as those they may need to occasionally perform to optimise the call experience:

This book includes topics on:

- What's needed to hold video consultations and meetings
- How to make sure that your equipment is suitable for making video calls
- How to determine if your network environment is suited to making video calls
- How to set up the best camera, microphone and speakers for your calls
- Ways to improve the call experience
- Guidance on screen sharing during a call
- Troubleshooting advice for before and during a call

Quick-reference posters

For quick-reference posters covering the basics of holding a consultation or meeting, the Call Screen, troubleshooting a video call, and much more, visit https://nhs.attendanywhere.com/downloads

These posters are also available for download from the online version of Making Video Calls.

Online resources

- **Making Video Calls**: https://nhs.attendanywhere.com/makingcalls
- **Technical Guide to Attend Anywhere**: https://nhs.attendanywhere.com/techguide
- **Attend Anywhere Resource Centre**: https://nhs.attendanywhere.com/resourcecentre
- **Attend Anywhere Management Console help**: https://nhs.attendanywhere.com/newhelp
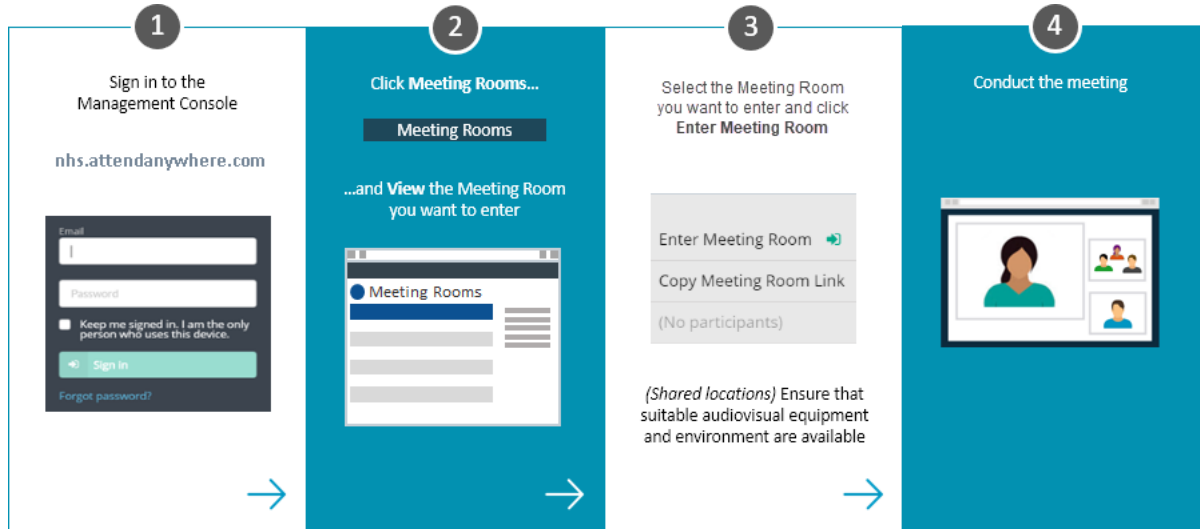
Basic topics: Holding video consultations and meetings

Begin a consultation (Waiting Area)

These steps describe how to enter a Waiting Area and begin a consultation with a patient:

1	2	3	4
Sign in to the Management Console	Select your Waiting Area from the Dashboard to view its **People in Waiting Areas** page	Select the person from the Waiting Area queue and select **Join Call**	The Call Screen opens

nhs.attendanywhere.com

Email

Password

Keep me signed in. I am the only person who uses this device.

Sign in

Forgot password?

Waiting Area

Caller

Lee Newuser

Join Call

Notify...

Participants

Participate in a meeting (Meeting Rooms)

These steps describe how to enter an Attend Anywhere Meeting Room:

1	2	3	4
Sign in to the Management Console	Click **Meeting Rooms**...	Select the Meeting Room you want to enter and click **Enter Meeting Room**	Conduct the meeting

nhs.attendanywhere.com

Email

Password

Keep me signed in. I am the only person who uses this device.

Sign in

Forgot password?

Meeting Rooms

...and **View** the Meeting Room you want to enter

Meeting Rooms

Enter Meeting Room

Copy Meeting Room Link

(No participants)

(Shared locations) Ensure that suitable audiovisual equipment and environment are available

Add a person to a consultation or meeting

These steps describe how to bring someone from a Waiting Area into an existing consultation or meeting:
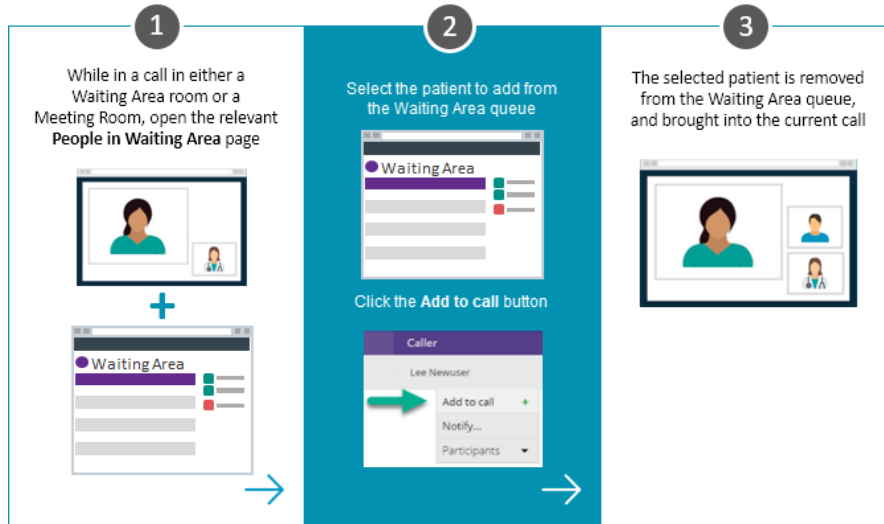
Call Screen

When you join a video call, the Attend Anywhere Call Screen opens in a new browser window.

The Call Screen displays all participants in the video room. Depending on the screen layout chosen and the number of participants, they may appear in the main video area, or in thumbnail tiles along the right-hand side of the screen.
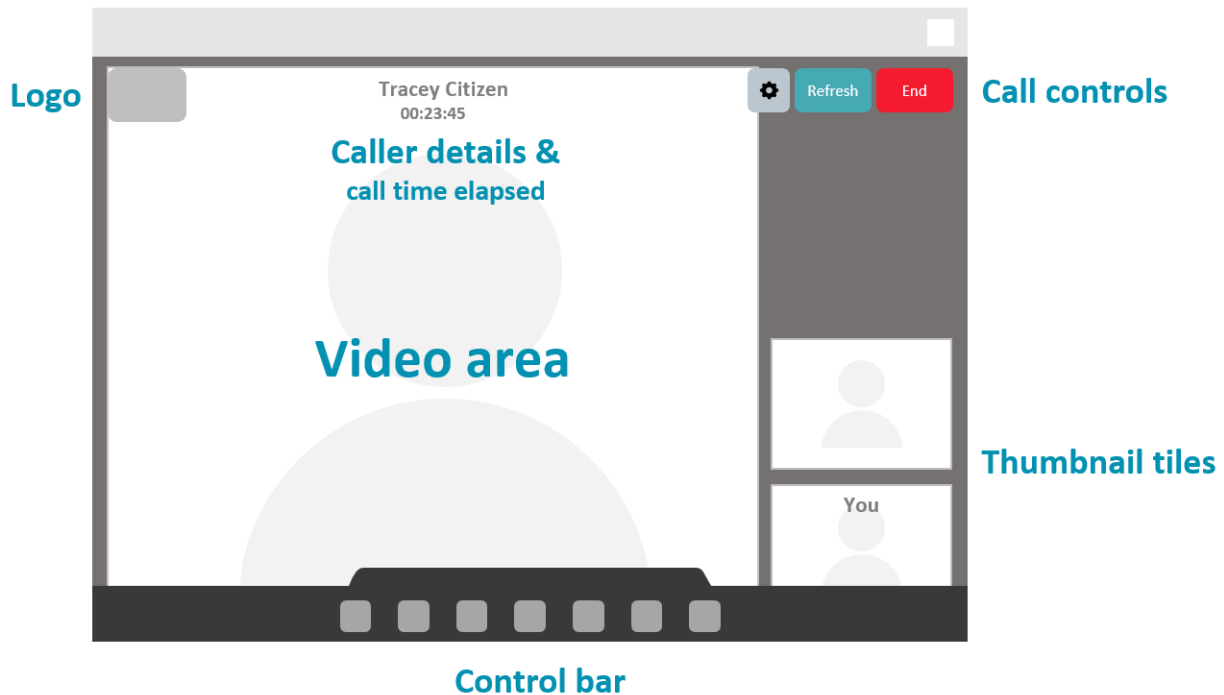
The logo, call controls and control bar hide from view after a few seconds of inactivity, and return on mouse-over (or screen tap on mobile devices).

The Call Screen's control bar displays a different set of controls to Providers, Meeting Room members, and patients/guests. See *Controls* below, for details.
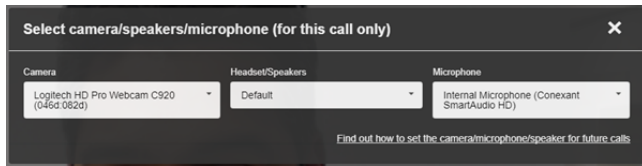
Controls

Unless specified, the following controls are available to all call participants.

Select camera/speakers/microphone (this call only)

Click to display the **Select camera/speakers/microphone** panel:

Select your preferred camera, headset/speakers, and microphone from each of the drop-down lists. As you select each item, the Call Screen automatically switches to it.

When you have made your selections, click the **X** to close the panel, and continue your call.

> ℹ️ If an option displays **Default** instead of a particular device, this means that the currently-selected device is also the camera or speaker device you have set as your computer's default in Windows/MacOS. The drop-down list will also display the actual device among all of those available, should you wish to specifically select it.

> **Remember**: This control only changes the selected devices for the current call. To find out how to change your *default* camera, headset/speakers, or microphone, click the link at the bottom of the dialog. This opens detailed instructions in the online version of *Making Video Calls*.
>
>
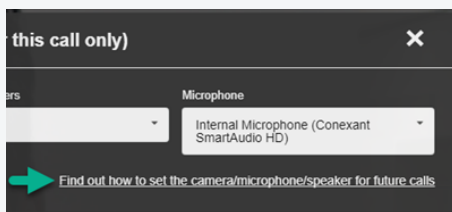
Refresh

Click to refresh the call session, and re-establish connection with all callers.

Use when the connection drops out, or the video freezes for a prolonged period.

End

Click to leave the call.

Displays a confirmation dialog.

Layout (when 3 or more tiles present)

Click to change the current tile layout.

Preferred Speaker: The person you select occupies most of the video area; the other participants display in small tiles along the side of the area.
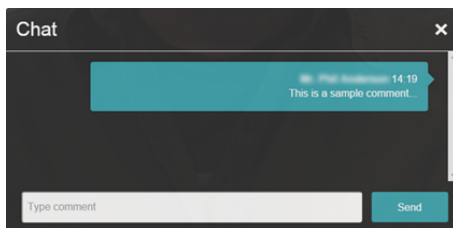
All Equal: All video tiles take up the same area, and are spaced evenly within the video area.

For more information, see *Layout options*, below.

Chat

Click to display the chat window:

Use the chat window to send messages that all participants can see. This can be useful when communicating the names of medication, website addresses, or similar details.

To use the chat window: Enter text in the field, and click **Send**.

Switch Camera (Supporting tablets and smartphones only)

Click to switch from your device's front to back camera.

Click again, to switch from the back to the front camera.

Mute Mic

Click to mute your microphone.

Click again, to unmute.

Disable Cam

Click to pause your video feed to the call. Participants can still hear you; they just can't see you. Click again to resume the video.

> ℹ️ While paused, other callers will see a still image in place of your video.

Share Screen (Service Providers and Meeting Room members only; desktop only)

Click to share your desktop or the content of a specific application with the other participants in the call. Click again to stop sharing.
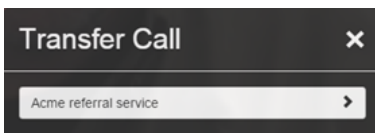
For more information, see the topic **Share screen content during a video call** in the Attend Anywhere Management Console online help.

Transfer Call (Service Referrers only)
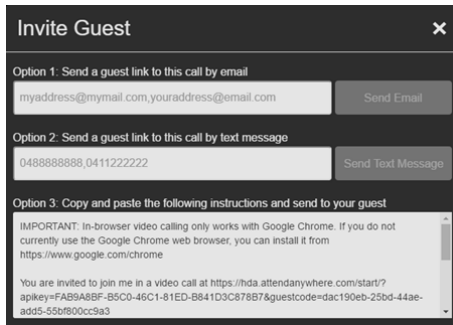
Click to transfer the call to another Waiting Area.

Displays a list of the Waiting Areas to which you can transfer the call. Click the Waiting Area you require.

Invite (Service Providers and Meeting Room members only)

Click to invite a guest to the video call. Displays the **Invite Guest** dialog.

The text explains how to invite someone to the call.

Full screen (Supporting tablets and smartphones only)

Click to maximise the Call Screen, hiding the browser controls.

Click again to return the page to normal.

Layout options

The video area displays one 'tile' for each person in the call. Depending on the layout you select, and the number or participants in the call, the size and position of each tile may change:

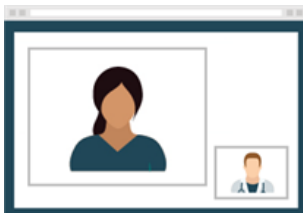### When you are the only participant in the call

Your video image occupies the main video area.
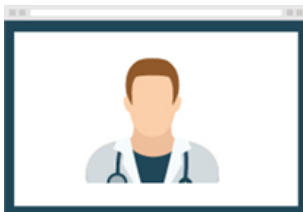
When a second participant joins

Their image occupies the main video area, and your image becomes the bottom-right thumbnail tile.
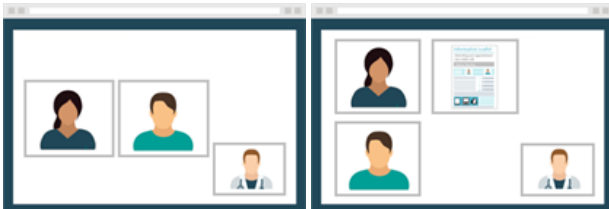
This is called the **preferred speaker** layout.

When additional participants join after the second

The screen layout automatically changes so that all participants, except for you, occupy equal parts of the main video area.

This is called **all equal** layout. As additional participants join, or screens are shared, the video tiles rearrange themselves to make best use of the space.

You can use the layout button to switch between this and preferred speaker layout at any time.

If you choose to use the preferred speaker layout when there are three or more tiles on the screen, click a thumbnail tile to move it to the main display area.

Opening a video tile in a separate window

(Desktop only) You can double-click any video tile to open a copy of it in a new window. This window does not have any Call Screen controls; close it using the window's **x** button.

Advanced topics: Getting the best results

What you need to make a video call

Desktop or Laptop PC, tablet, or smartphone

(Windows, Android, MacOS) The Google Chrome web browser

(MacOS, iOS) The Safari web browser

Computer users will also need

- A **web camera** (built-in or USB)

- A **microphone** (usually built in to most laptop computers and external webcams)

- **Speakers** and **headsets**, if required (speakers are usually built into most laptop computers, but not necessarily into external webcams)

- (*Recommended*) A **second monitor** (allows providers to display the video consultation on one monitor and patient information on the other)

Everyone will also need

- A **reliable connection to the internet** (if you can watch a video online, you can make a video call)

- A **private, well-lit area** where you will not be disturbed during the consultation

Detailed information

Hardware and operating system

Device type	Minimum requirement	Operating system
Windows computer	2GHz dual-core, i5 processor 3GB of RAM See also *Additional equipment*, below.	Microsoft Windows 7 or later

Device type	Minimum requirement	Operating system
Apple computer (iMac, Mac Pro, Mac Mini, MacBook, MacBook Air, or MacBook Pro)	Intel 2GHz dual-core, i5 processor 3GB of RAM See also *Additional equipment*, below.	MacOS 10.12 (Sierra) or later
Android tablet or smartphone	Less than two years old, with a front-facing camera	Android 5.1 or later
Apple iPhone or iPad	iPhone 5S or later, iPad Air or later, iPad (2017) or later, iPad Mini 2 or later, iPad Pro	iOS 11.4 or later

Web browser

Users require one of the following web browsers to use Attend Anywhere:

- (Windows, Android, MacOS) **Google Chrome**: Version 65 or later
- (MacOS, iOS) **Apple Safari**: Version 11.1.2 or later

Attend Anywhere always recommends using the latest version of Chrome or Safari for best video calling performance.

Making sure everything works

See *Test your video calling equipment* on the next page and *Testing WebRTC network readiness* on page 21 to determine if you are Attend Anywhere-ready.

Test your video calling equipment

The **Video Call Setup** test checks your web browser, the speed of your internet connection, and whether your microphone, speakers, and web camera are working as expected.

You can run this test from the Attend Anywhere Management Console, or from any web page that displays the following button:

On desktops, the test runs through four stages: **connection**, **speakers**, **microphone**, and **video**. On mobile devices, only connection is tested.
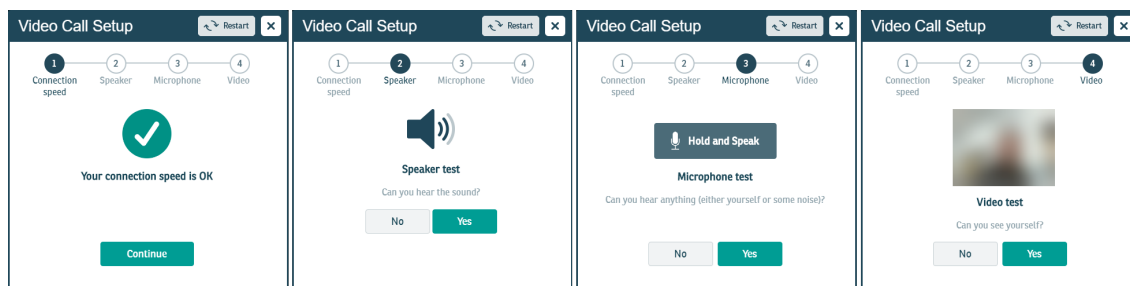
If all four stages of the test are successful, then you should be able to make a successful call with Attend Anywhere.

If the test results indicate issues with your current setup, refer to the topic *Troubleshoot device setup* in the online version of the guide (https://nhs.attendanywhere.com/makingcalls), for possible solutions.

Testing WebRTC network readiness

The Attend Anywhere **WebRTC Network Readiness Test** evaluates how your network setup connects to the outside world, and whether your available bandwidth is sufficient to make video calls.

Although this test is targeted at IT administrators, anyone can use it. It takes less than a minute, and can be run from a Google Chrome (Windows, Android, MacOS) or Apple Safari (MacOS or iOS) web browser.

> **Important**: This test <u>only</u> evaluates the network connection from the device on which it is run. It does not test the device's equipment setup.

Understanding the test results

There are five possible connection results. In decreasing order of quality, they are:

When the test is complete, the page displays information about the best connection type currently available between your organisation's network, and anAttend Anywhere Relay Server.

- Any result except for **No Connection** means that you can make successful video calls. However, the better the result, the more reliable and higher quality the connections will be.

- If the result is other than **Excellent**, the page also displays information to help you improve it.

- The page also displays a **Send Test Results** button that makes it easy to email the results to your network administrator.

Running the test

The WebRTC Network Readiness Test is located at **https://nhs.attendanywhere.com/webrtctest**

> **Technical note**: To provide a known location, the test uses anAttend Anywhere relay server to determine how well you will be able to make successful peer-to-peer video calls. Under normal circumstances, a relay server is not required when making calls, unless specific restrictions have been applied to your network.
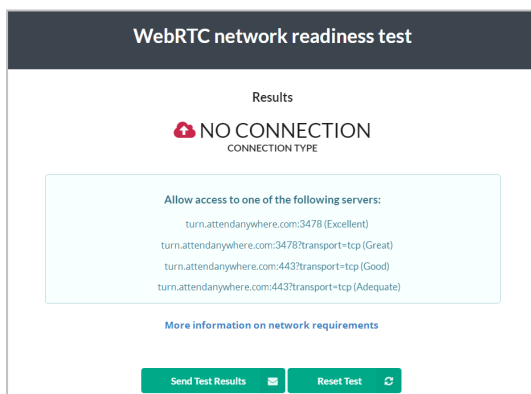
Examples

Good connection

The test returns results that indicate good connection to the Attend Anywhere relay server, with suggestions for improving connection quality.
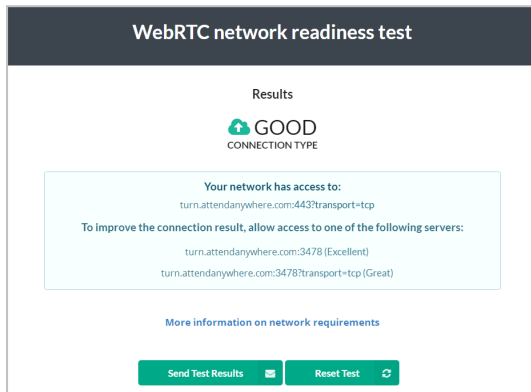
No connection

The test cannot find any possible connection to the Attend Anywhere relay server. The results list the various connection methods and the resulting quality of those connections.

Good connection; low bandwidth

The test returns results that indicate good connection to the Attend Anywhere relay server, with suggestions for improving connection quality. However, the test also determines that the available bandwidth for making calls is low, so the results also indicate the type and quality of call that users can realistically participate in from this connection.

WebRTC network readiness test

Results

⬆ GOOD
CONNECTION TYPE

Your network has access to:

turn.attendanywhere.com:443?transport=tcp

To improve the connection result, allow access to one of the following servers:

turn.attendanywhere.com:3478 (Excellent)

turn.attendanywhere.com:3478?transport=tcp (Great)

🎨 POOR
BANDWIDTH

0.41 Megabits per second to:

turn.attendanywhere.com:443?transport=tcp

You can participate in:

Two-Way calls at Standard quality

Three-Way calls at Moderate / Low quality

More information on network requirements

| Send Test Results ✉ | Reset Test ↻ |

Set up camera and microphone

🪟🍎🖥️🖥️ **Desktop/laptop computers**

Attend Anywhere uses the audio and video technology built into your Google Chrome or Apple Safari web browser. For the Call Screen to know which microphone and camera to use, the web browser must be able to identify it.

- You can **quickly switch camera or microphone during a call**; however, this change only lasts for the *current* call.

- You can also change your default camera or microphone **at any time**, or **while in a call**.

> ℹ️ A device that is plugged into your computer will only be recognised as the default for as long as it remains plugged in. If the computer cannot detect the presence of the device, the setting will revert to a built-in device.

Options

Quick-switching when in a call

You can switch camera, microphone, and speakers directly from the Call Screen.

> ℹ️ This change only affects the current call.

To switch devices from the Call Screen
1. From the Call Screen, click the device selection button.
⚙️
2. In the **Select camera/speakers/microphone** panel, select the devices you want to use from the three drop-down lists.

Select camera/speakers/microphone (for this call only) ✕

Camera: Logitech HD Pro Webcam C920 (046d:082d)
Headset/Speakers: Default
Microphone: Internal Microphone (Conexant SmartAudio HD)

Find out how to set the camera/microphone/speaker for future calls
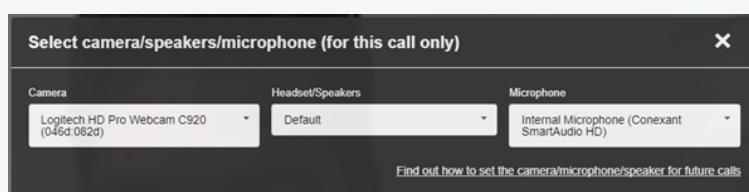
To switch devices from the Call Screen

The Call Screen switches to using each selected device immediately.

3. To close the panel, click the **X** button.

Change the default camera or microphone while in a call (Google Chrome only)

Camera

To set a default camera while in a call

1. From the Call Screen's address bar, click the camera icon located on the far right.
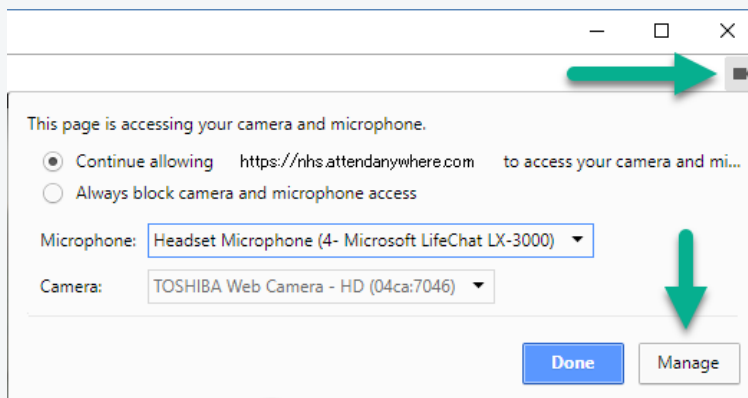
2. From the displayed pop-up dialog, click **Manage**.

   The **Content Settings** page opens.

3. Click **Camera**.

   The **Camera** page opens.

4. From the drop-down, select the camera you want as your default.

5. Close the tab.

6. In the Call Screen, refresh the call.

Microphone

To set a default microphone while in a call

1. From the Call Screen's address bar, click the camera icon located on the far right.
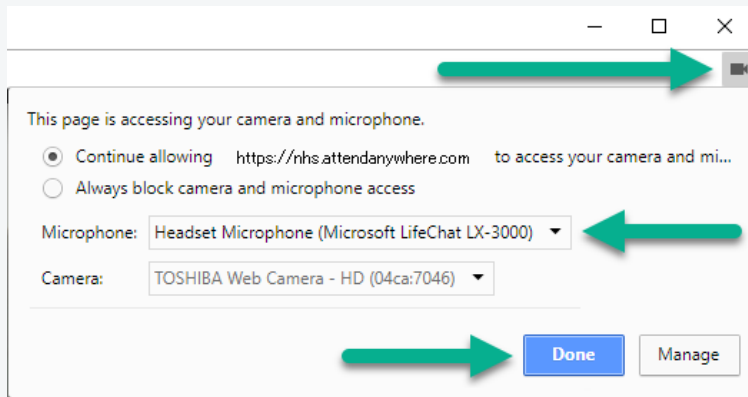
2. From the **Microphone** drop-down, select the microphone you want as your default.

3. Click **Done**.

4. In the Call Screen, refresh the call.
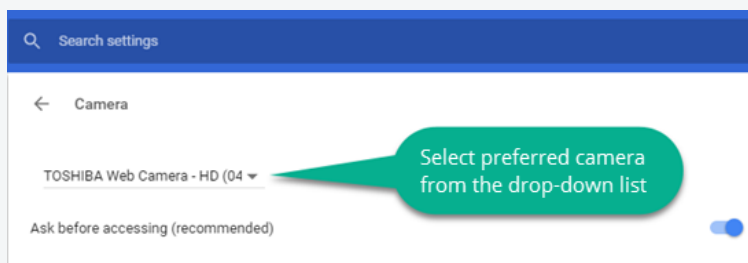
Change the default camera or microphone at other times (Google Chrome only)

Camera

To set a default camera

1. In Google Chrome, open a new tab.

2. In the address bar, enter `chrome://settings/content/camera`

   Chrome's **Camera** settings page opens.

3. From the drop-down list, select the camera you want as your default.

4. Close the tab.

5. *(If you are currently in a call)* In the Call Screen, refresh the call.

Microphone

To set a default microphone

1. In Google Chrome, open a new tab.

2. In the address bar, enter `chrome://settings/content/microphone`

   Chrome's **Microphone** settings page opens.

3. From the drop-down list, select the microphone you want as your default.
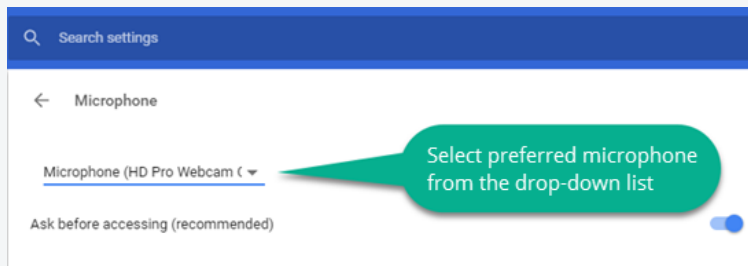
4. Close the tab.

5. *(If you are currently in a call)* In the Call Screen, refresh the call.

Change the default microphone at other times (Safari only)

MacOS

To set a default microphone

1. From the **Apple** menu, select **System Preferences**.

2. From the **System Preferences** window, double-click **Sound**.

3. In the **Sound** window, click **Input**.
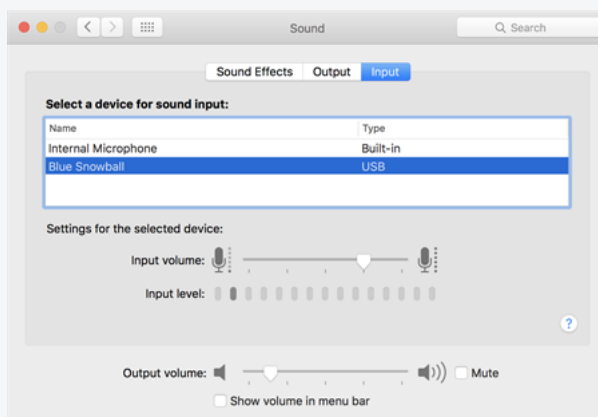
To set a default microphone

4. Select the preferred sound input device from the list.

5. Make sure that **Input volume** is set to a suitable level.

6. Click the close button.

Set up speakers or headphones

Desktop and laptop computers

Use the following steps to make sure the audio for your video calls is output through the appropriate speakers or headset.

- You can **quickly switch speakers or headphones during a call**; however, this change only lasts for the *current* call.

- You can also change your default speakers or headphones **prior to making a call**.

> ℹ️ A device that is plugged into your computer will only be recognised as the default for as long as it remains plugged in. If the computer cannot detect the presence of the device, the setting will revert to a built-in device.

Options

Quick-switching when in a call

You can switch camera, microphone, and speakers directly from the Call Screen.

> ℹ️ This change only affects the current call.
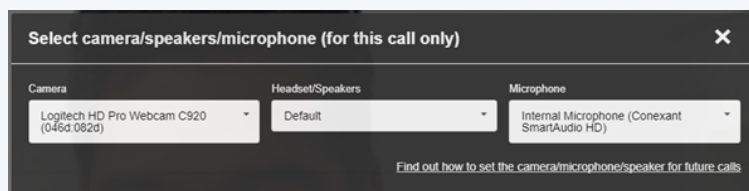
To switch devices from the Call Screen
1. From the Call Screen, click the device selection button. ⚙️ 2. In the **Select camera/speakers/microphone** panel, select the devices you want to use from the three drop-down lists. Select camera/speakers/microphone (for this call only) ✕ Camera: Logitech HD Pro Webcam C920 (046d:082d) ▾ Headset/Speakers: Default ▾ Microphone: Internal Microphone (Conexant SmartAudio HD) ▾ Find out how to set the camera/microphone/speaker for future calls The Call Screen switches to using each selected device immediately.

To switch devices from the Call Screen

3.   To close the panel, click the **X** button.

Change default speakers or headphones at any other time

Choose your computer's operating system from the following:

Windows 7 or later

To set up speakers or headphones

1.   In the Taskbar's Notification area, right-click the speaker icon.

2.   From the displayed menu, select **Playback devices**.
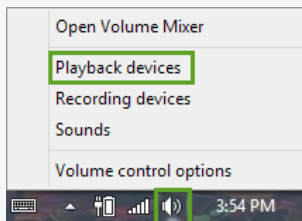
The **Sound properties** window opens, displaying the **Playback** tab.

3.   Right-click the window area, and make sure that both of the '**Show...**' menu options are selected.
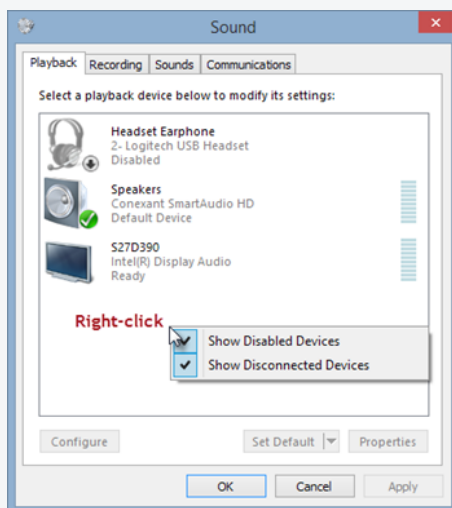
4.   From the list of playback devices shown, is the one that you want to use greyed-out, or labelled as **Disabled**?

<table><tr><td>**To set up speakers or headphones**</td></tr></table>
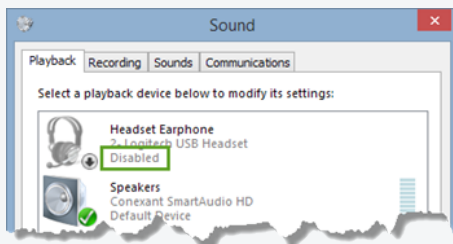
- **No**: The device is enabled. It should be working correctly.

- **Yes**: The device is currently disabled. Right-click it, and select **Enable** from the menu.
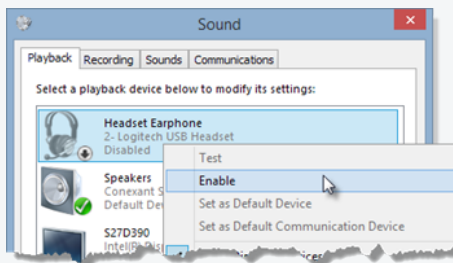
5. Click **OK**.

MacOS

<table><tr><td>**To set up speakers or headphones**</td></tr></table>

1. From the **Apple** menu, select **System Preferences**.

2. From the **System Preferences** window, double-click **Sound**.

3. In the **Sound** window, click **Output**.
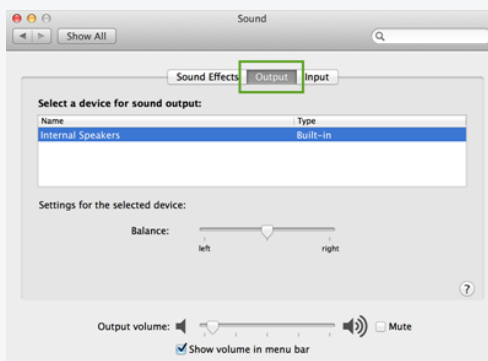
4. Select the preferred audio device from the list.

To set up speakers or headphones

5. Make sure that **Output volume** is set to a suitable level, and that the **Mute** check box is not selected.

6. Click the close button.

Tips to improve the call experience

Environment

A quiet, private room is best for medical or otherwise sensitive meetings

- If you wouldn't hold an in-person meeting in an open environment, then it is similarly unsuitable for a video call.

- The only people who should be able to hear your conversation are the people involved in it.

Make sure that you are well-lit

- Normal room lighting is usually sufficient, but avoid sitting directly beneath the light source if possible.

- Side-lighting works well.

- While many web cameras can work well in low light conditions, unless they are specifically rated for low-light environments, both frame rate and picture quality will suffer.

Equipment

Test your equipment before the call

- Take time to familiarise yourself with the equipment and software before you have to use them.

- Understand what to do if things go wrong, and how to fix basic problems.

- Know who to contact if you can't resolve any problems that do occur.

- Always be aware of current audio and video settings.

- Run a setup test if one is available, or call a colleague to make sure everything works.

Making the call from a desktop or laptop computer

- Try to make sure that no updates will occur while you're in the middle of a call.

- Only run the software you need to use while in the video call: this increases the resources available to your computer.

Set up the camera in a good position

- Place the camera in a location where the participants stay within camera view.

- Position the camera at eye level where feasible, to provide the most natural call experience.

- Keep the participants centred in the camera view.

- Cameras perform better with good lighting. Even those that handle low-light conditions well perform better when lighting is like that in an office environment.

Choose microphone and speakers based on location and environment

- Laptop microphones and speakers are adequate, but be aware of echo or feedback during conversations.

- Headsets work well for single-person locations.

- Use a noise-cancelling speakerphone device when multiple people are sharing the same room.

- Position the microphone so that voices are clear and neither too loud or soft.

Use a second monitor

Attend Anywhere strongly recommends that providers have two monitors when conducting video consultations. This allows them to display the patient and other call participants on one monitor, while using the other to display notes and data.

When using a second monitor, it's a good idea to use the better monitor to display the Call Screen.

Etiquette

Be mindful of others, and of your surroundings

- Remember that the other participants can see you. Act like they're in the room with you.

- Even if you are holding a video call from a private room, avoid sitting in front of a window or transparent wall. People or other elements behind you can be distracting for participants.

Have alternative contact information available

If something goes wrong during the video call, you may have need to contact other participants by – for example – phone.

Screen-sharing during a video call

This topic describes how to share part or all of your screen with other Attend Anywhere call participants. You can share a single application window, or your whole desktop.

Before you begin

- You are using the Call Screen from a current version of **Google Chrome**, on a Windows or MacOS computer

  ⚠️ At present, sharing your own screen is <u>not supported</u> on Safari browsers. However, you can still see the shared screens of other participants.

- The specific application whose content you want to share is open on the desktop

Tasks

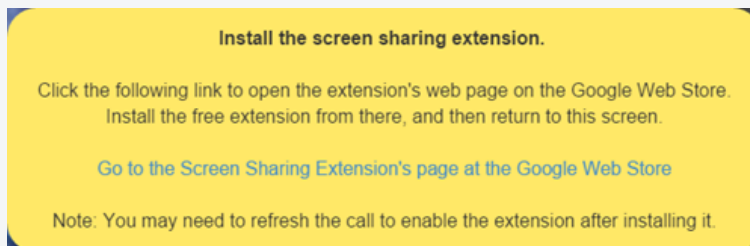| To share an application window |
|---|
| 1. From the Call Screen's control panel, click **Share Screen**. |

The Call Screen displays the **Share your screen** dialog, which indicates the screen items you can choose to share.

Note: If the screen-sharing browser extension is not installed, the Call Screen prompts you to install the extension.

To install the extension

Install the screen sharing extension.

Click the following link to open the extension's web page on the Google Web Store.
Install the free extension from there, and then return to this screen.

Go to the Screen Sharing Extension's page at the Google Web Store

Note: You may need to refresh the call to enable the extension after installing it.

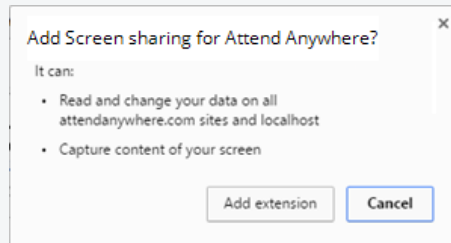   i. In the pop-up message, click the link.

      The web browser opens the Google web store page for the screen sharing extension.

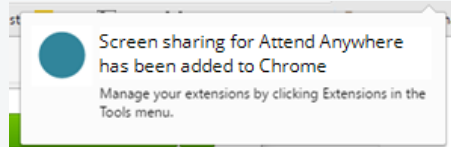   ii. In the extension page, click **Add to Chrome**.

To share an application window

+ ADD TO CHROME
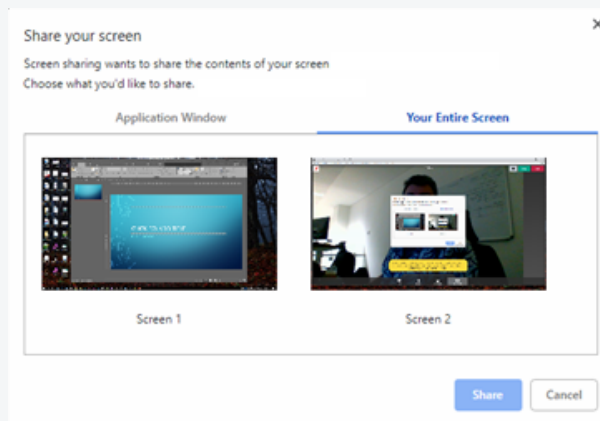
iii. In the **Add...** dialog, click **Add extension**.

Add Screen sharing for Attend Anywhere?

It can:
- Read and change your data on all attendanywhere.com sites and localhost
- Capture content of your screen

Add extension   Cancel

On successful installation of the extension, the browser displays a Chrome confirmation message in the top-right corner of the window.

Screen sharing for Attend Anywhere has been added to Chrome

Manage your extensions by clicking Extensions in the Tools menu.

iv. Switch back to the Call Screen window.

2. From the **Share your screen** dialog, select the relevant tab, and click the thumbnail image of the screen content that you want to share.

Share your screen

Screen sharing wants to share the contents of your screen
Choose what you'd like to share.

Application Window   Your Entire Screen

Screen 1   Screen 2

Share   Cancel

3. Click **Share**.

The Call Screen displays a thumbnail tile of your shared screen in the bottom-right corner, above your video thumbnail tile.

⊕ Chrome also displays its own screen sharing notification pop-up, at the bottom of the browser window. To close this pop-up, click its **Hide** button.

To view another participant's shared screen

- From the thumbnail tiles displayed in your Call Screen, click or tap the screen content tile that you want to view.

  The selected tile displays in the Call Screen's main area, and the participant or shared content previously displayed in the main area, moves to the stack of thumbnail tiles.
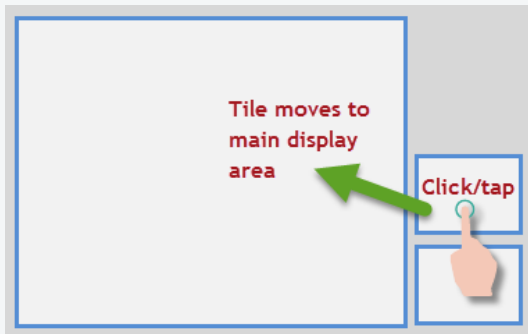
To stop sharing an application window

- From the Call Screen's control panel, click **Stop Sharing**.

  The Call Screen stops displaying the shared screen.

  ❗ Chrome also displays its own screen sharing notification pop-up, at the bottom of the browser window. ***Do not use the pop-up's Stop sharing button.***

Notes

Each shared screen uses some of the bandwidth resources available for the video call. The greater the number of people who share screens at the same time, the greater the impact on overall performance and call quality.

As a rule of thumb, treat each shared screen instance as an additional call participant. An individual video call session works best with six participants or fewer.

💡 **Tip**: Should participants encounter performance issues, encourage them to stop sharing screen information when it is not in use.

Why doesn't my Call Screen have a Share Screen button?

If you are using the Call Screen on a mobile device (such as a smartphone or a tablet), you will not be able to share screen content with other participants.

However, you can view screen content shared by any other participant who is using a desktop computer version of the Call Screen.

Why does the Add to Chrome dialog say that the screen sharing extension can 'read and change' my data?

This is a standard message for many Chrome extensions. In this case, it simply means that the screen sharing extension can do the following:

- Display shared screen data coming from other participants in the video call

- Read information from your shared screen and send it to other participants in the video call

The security of your personal data is not at risk.

Why can't people see my slide show presentation correctly?

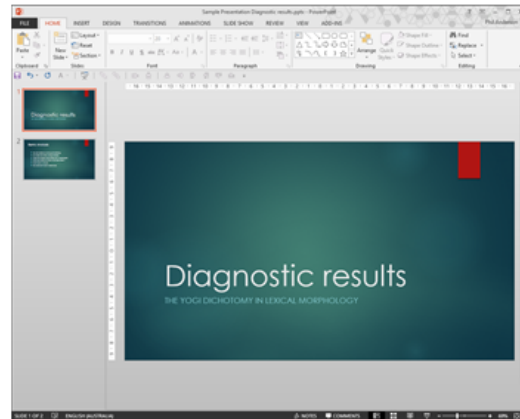See the topic *Sharing presentation slide-shows* on the facing page.

Sharing presentation slide-shows

When sharing a presentation slide show from software such as Microsoft PowerPoint, Apple Keynote, or Google Slides, people often find that instead of sharing a full-screen slide show, they are sharing the editing window instead.

To make sure that you share the full-screen slide show, use the following methods. These examples use PowerPoint 2013, but the same is true for most presentation software.

Select your monitor setup from the following options:

## One monitor

Before you begin

The following steps are based on **Microsoft PowerPoint 2013**. If you are using an earlier version, or a different presentation software product, refer to its online documentation for the steps to open a presentation in a window. The method for opening a **Google Slides** presentation in a window can be found at the end of this section.

Apple Keynote users: This method will not work, as Keynote does not allow you to run a presentation in a window.
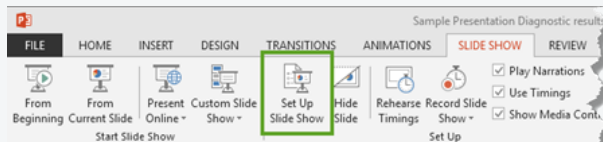
To share a full-screen slide show (one monitor)
1. Make sure that your presentation software is visible on the desktop on monitor, and in edit mode.

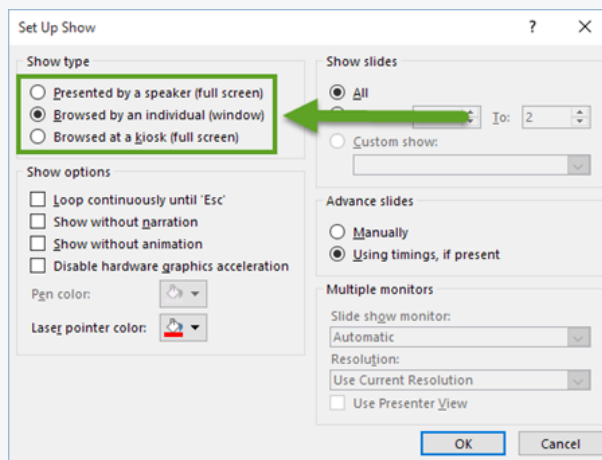**To share a full-screen slide show (one monitor)**
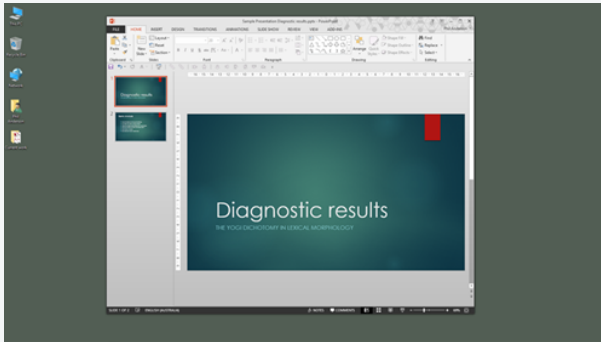
2. From the **Slide Show** menu, click **Set Up Slide Show**.

The **Set Up Show** dialog displays.

3. In the **Set Up Show** dialog's **Show type** section, select **Browsed by an individual (window)**.

4. Click **OK**.

5. In the presentation software, select the option that launches the slide show. (**Tip**: In PowerPoint, press the **F5** key.)

The presentation launches in its own window.

6. In the Call Screen, click the **Share Screen** button.

The **Share your screen** pop-up displays.
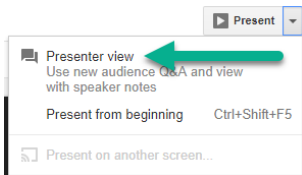
To share a full-screen slide show (one monitor)

7. From the **Share your screen** pop-up, select the select the **Application Window** tab, then select the thumbnail image that shows the window in which the presentation software is visible.

8. Click **Share**.

   Your preview on the Call Screen indicates that you are sharing the slide show.
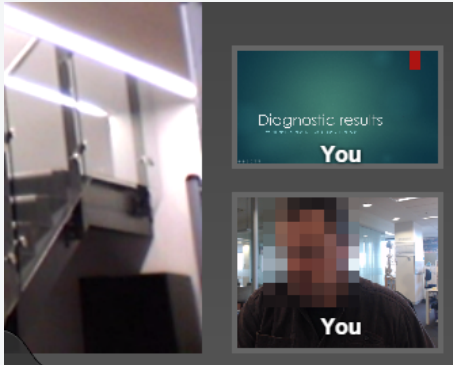
Opening a presentation in a window in Google Slides

To run the presentation in its own window, open the **Present** menu, and select **Presenter view**.

Two monitors (primary and secondary)

Before you begin

Make sure that the presentation software's window is located on your primary monitor, and the Call Screen window is on your secondary monitor, otherwise you will not be able to see the Call Screen once you begin your presentation.

To share a full-screen slide show (two monitors)

1. Make sure that your presentation software is visible on the desktop on your primary monitor, and in edit mode.
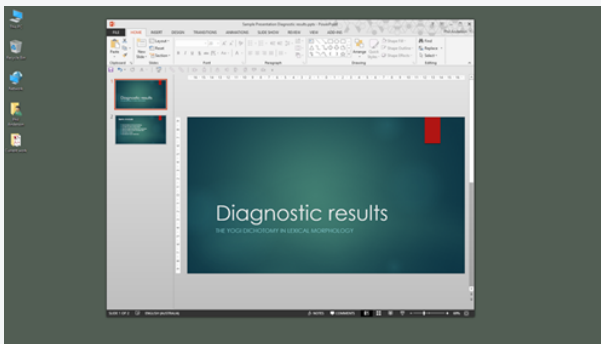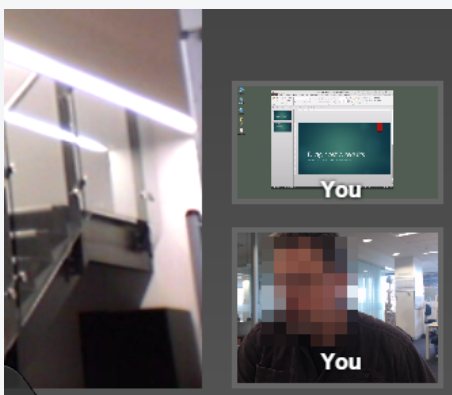

2. In the Call Screen, click the **Share Screen** button.

   The **Share your screen** pop-up displays.

3. From the **Share your screen** pop-up, select the **Your Entire Screen** tab, then select the thumbnail image that shows the window in which the presentation software is visible.

4. Click **Share**.

   Your preview on the Call Screen indicates that you are sharing the slide show.
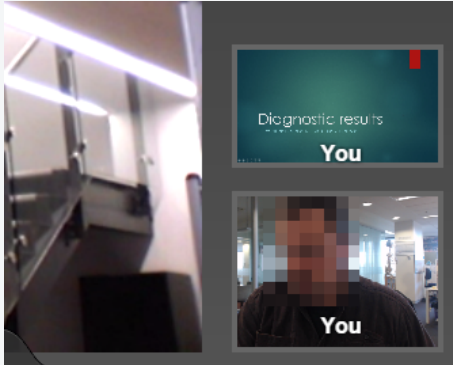

5. In the presentation software, select the option that launches the slide show. (**Tip**: In

To share a full-screen slide show (two monitors)

PowerPoint, press the F5 key.)

The presentation slide show launches full-screen on the primary monitor. Your preview on the Call Screen indicates the change.

PowerPoint note: The Call Screen may be hidden by the slide show's presenter window, which launches on the secondary monitor at the same time as the full screen slide show. To see the Call Screen, resize or minimise the presenter window.

Troubleshooting

Support resources

Where to go for support and advice

ISSUES ENCOUNTERED BY CALLERS	ISSUES ENCOUNTERED BY STAFF ▶	ISSUES THAT CAN'T BE RESOLVED BY STAFF ▶	ISSUES THAT CAN'T BE RESOLVED LOCALLY
Patients access basic troubleshooting: nhs.attendanywhere.com/callers	**Staff address issues using the Troubleshooting poster**	**IT support desk investigates and resolves the issue**	**NHS Scotland provides support for nominated Primary Support contacts**
If issue is still present…			
Patients contact the service for advice.			**National Video Conferencing support team** www.vc.scot.nhs.uk
Who patients call for advice can be found in the *Waiting Area page*, and in the *Call Screen*.	Support contact information for staff is located on the Waiting Area's page, and in the *Troubleshooting poster*.	IT support contact the *National Video Conferencing support team* if further assistance is required.	**Business hours** Mon - Fri: 8:00am - 6:00pm
Staff may advise on basic troubleshooting, fallback connection options, or rescheduling.			01224 816 666 vc.support@nhs.net

Troubleshooting and Known Issues

See the *Troubleshooting poster* for users of the management console. It contains a comprehensive list of common issues and links to related content. It is customisable to allow you to enter local support contact details.

See the online *Release Notes* for issues which may affect use of the current version of the Attend Anywhere Management Console.

Release Notes include:

- Limitations
- Top known issues
- General known issues

Support resources

At each level, the NHS National VC Team provides information and resources, as well as training for IT departments to help diagnose and resolve issues.

> The NHS National VC Team does not provide direct end-user support, but can assist nominated Primary Support Contacts once a range of common, typically local, causes have been ruled out.
>
> If an issue cannot be resolved locally, or by your organisation's IT or telehealth support using the resources available, the NHS National VC Team provides an Attend Anywhere service desk that nominated Primary Support Contacts can access.

Fault Tree
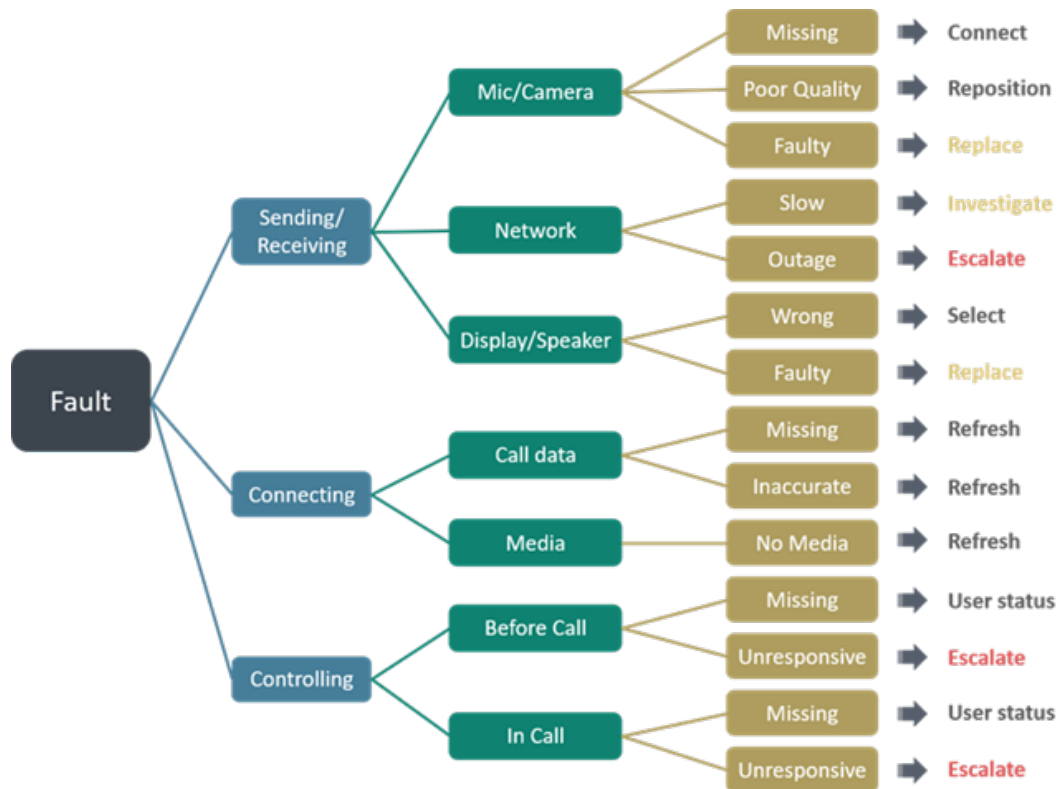
Troubleshoot video call setup

When consumers or management console users make a video call, or use the **Test call** button (available on the main page of the Attend Anywhere Management Console), Attend Anywhere runs a short series of tests to make sure that they have what they need to make a successful call.

This topic describes the most likely problems, and suggests what they should check, should any of those steps be unsuccessful:
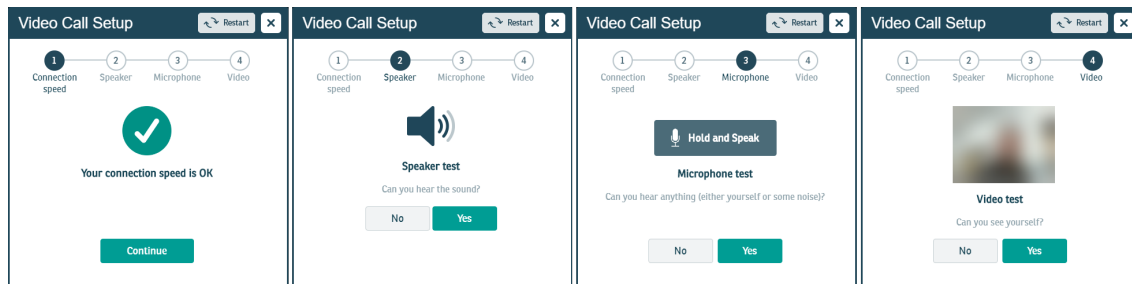

Connection speed test

My connection speed test failed

To make a successful video call, you need an internet connection that receives and transmits data quickly enough to allow for an acceptable level of video quality between you and the other participants in the call.

How can I find out the speed and latency of my internet connection?

You can test your speed and latency at **www.speedtest.net**.

When the test completes, the results will look something like this:
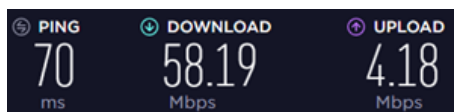
Compare your results to the following minimum and recommended values.

- **Recommended latency** (also called 'ping'): Less than 150 milliseconds (ms)
- **Minimum download speed**: 0.8 Megabits per second (Mbps) - provides lower-quality video
  Recommended: 1.1 Mbps or better
- **Minimum upload speed**: 0.25 Mbps - provides lower-quality video to other participants
  Recommended: 0.7 Mbps or better

A wired internet connection will provide the best video quality, but you can also use a fixed-wireless, or mobile 3.5/4G data service.

How can I improve the quality of my existing connection for video calling?

- *(Wireless home or office network)* Try moving closer to - or at least in line-of-sight of - the Wi-Fi base station.

- *(Mobile internet connection)* Try moving to an area with better reception.

- Make sure that no one else in your home is using the same internet connection, and streaming video or downloading large files. This will substantially reduce the bandwidth available to make a good quality video call.

- Make sure that you don't have more than one connection to the internet active at the same time (for example, a wired and a wireless connection running at the same time)

- Make sure that you have not used all of your internet plan's data allocation for the month, which often results in your internet provider reducing the speed of your service.

- When you first switch on your computer after not using it for a while, it may automatically download updates. This will reduce available bandwidth. You can either wait for the updates to finish, or postpone the downloads until after you have made your video call.

Speaker test (desktop/laptop computers)

I can't hear any sound from my speakers/headset

Are your speakers separate to your device? (Also applies to earphones/headphones)

- *(Speakers only)* If your speakers are powered separately, make sure that the power adapter is plugged in and switched on.

- Make sure that the speakers are correctly plugged into the relevant USB port or audio output jack.

- If your speakers or headphones have a separate volume control, make sure that it is set to an audible level.

Have you checked the device's volume?

- Make sure that the audio volume on your device is not on mute.

- Make sure that the device's volume is turned up to an audible level.

- Check if your audio is working by playing something else on your device. If you can't hear anything, make sure that the speakers are not disabled.

Microphone test (desktop/laptop computers)

I can't hear anything when I hold the test button and speak into the microphone

Is your microphone separate to your device? (Can also apply to earphones or a headset)

- Is it plugged in?

- If it is plugged in, is it plugged in *firmly*?

> 💡 If your microphone uses a USB plug, unplug it, and plug it in again. This forces your computer to try and detect it again.

Have you checked the microphone volume?

- Check that the volume on your device, headset microphone, or external camera is turned up and not muted.

  Note: On smartphones, the microphone will always be active, as it is also accessed by the telephone.

- Check that the microphone is enabled in your device's Sound or Audio settings.

- Make sure that the Call Screen is using the correct microphone.

> ❗ If you have checked all of the above, and you still can't hear anything during the microphone test, click **Yes** in the **Video Call Setup** wizard and proceed to the next step. It is possible that only the wizard has trouble playing your audio back to you, and your microphone will work fine during the actual video call. This is a known issue that occurs in rare cases.

I can't hear myself very clearly

This could be due to additional noise like fan noise from your computer, background noise in the room, feedback from your speaker audio being picked up by your microphone, or just being too far away from the microphone.

- Make sure that the Call Screen is using the correct microphone.

- If you have an **external USB web camera**, its microphone will likely be better than an inbuilt one and pick up less noise from the computer.

- If you have a **headset with a microphone**, it will provide the clearest audio with least background noise.

- If you have a **USB echo-cancelling combined microphone/speaker unit**, make sure it is selected for use as both the microphone and speaker.

Video test (desktop/laptop computers)

I can't see myself in the video test window

Make sure that the Call Screen is using the correct camera.

Is your web camera a separate peripheral?

- Is it plugged in?

- If it is plugged in, is it plugged in *firmly*?

  Tip: Unplug the camera, and plug it in again. This forces your computer to try and detect it again.

- You may need to update your web camera's software. Check the web camera manufacturer's website for updates to supporting software or drivers.

Is your camera built in to the device (such as on laptop PCs, tablets, and smartphones)?

Can other people see anything from your side?

- **No**: Make sure that your camera has not been disabled in the device's settings.

- **Yes**: Make sure that your device is using its front camera (the one on the same side as the screen).

I think I'm using the wrong camera

- If the video is showing the room in front of you, and not you, the device's front-facing camera may have been selected by default.

- Make sure that the Call Screen is using the correct camera.

  Tip: If you have an external USB web camera, it may provide better quality video than a built-in one.

My test image is very dark

Bright light behind you will cause the camera to darken. If possible, have the light to one side, or in front of you, behind the camera. This will allow the person at the other end to see you better.

> Make sure that there are no bright lights or windows that the camera can see. Most will be behind you, but if your web camera has a wide field-of-view, this may also include light sources your left and right as well.

Troubleshoot video calling

If you're having issues during a video call, see if any of the following situations match your problem.

These troubleshooting suggestions are also available as a single-page, downloadable PDF.

Download the troubleshooting poster from https://nhs.attendanywhere.com/usertroubleshooting

General issues

Does the computer, tablet, or smartphone meet the minimum requirements to make a video call?

- **Windows PC** with an i5 processor and 3GB of RAM (Windows 7 or later)

- **Apple Mac** with an i5 processor and 3GB of RAM (MacOS 10.12 *Sierra* or later)

- **Android-based smartphone or tablet** (Android 5.1 or later)

- **iPhone or iPad** (iOS 11.4 or later)

Using the correct web browser?

Attend Anywhere requires one of the following web browsers:

- (Windows, Android, MacOS) **Google Chrome** version 65 or later

- (MacOS, iOS) **Apple Safari** version 11.1.2 or later

Go to the **WhatIsMyBrowser.com** website to quickly find out which web browser and version you use.

Can't hear others in the call?

Check the speakers or headset.

- Is the volume set at an audible level?

- *(If the speakers are external, or using a headset)* Are the speakers or headset plugged in securely?

- *(If the speakers or headset is powered)* Are the speakers or headset switched on?

- Can the computer detect the speakers or headset?

  Check the computer's audio settings.

- Are you hearing an echo?

  Check the computer's audio settings.

Others can't see you in the call?

Check the web camera.

- *(If the web camera is external*) Is the camera plugged in securely?

- Is your web browser accessing the correct camera?

  Click the camera icon in the Call Screen's address bar, and make sure that the correct camera is selected.

- Is other software using the camera at the same time?

  If another program (such as *Skype*) is trying to use the camera as well, close that program, and try again. If still can't use the camera, may wish to restart your computer and try again.

- Do the firewall settings allow video streams through?

  Ask whoever looks after your network for help.

Others can't hear you?

Check the microphone:

- *(If the microphone is external)* Is the microphone plugged in securely?

- Can the computer detect the microphone?

  Check the computer's audio settings.

- Is your web browser accessing the correct microphone?

  Click the **camera** icon in the Call Screen's address bar, and make sure that the correct microphone is selected.

- Is the microphone muted?

  Check the **Mute Mic** control in the Call Screen, the audio controls on the computer, tablet, or smartphone, and (if you're using an external microphone) the mute button on the microphone or headset itself.

- Is other software using the microphone at the same time? (Example: *Skype* also running.)

  If another program (such as *Skype*) is trying to use the microphone as well, close that program, and try again. If you still can't use the microphone, you may wish to restart the computer and then try again.

Poor audio/video quality?

- Is the connection to the internet okay?

  Check download and upload speed and latency at the website, **www.speedtest.net**

- Are others on the network using lots of bandwidth?

  Example: Watching videos on Netflix® or YouTube®

- Is the modem/router working properly?

  (If connected to a wireless network) Move closer to the WiFi access point

Video performance issues

Seeing a black rectangle in the Call Screen where another participant should be

First, make sure that you are using the latest version of the Google Chrome / Apple Safari web browser.

If you are, and the problem persists, it is possible that the computer's firewall may be blocking the incoming video signal. Check the firewall settings, and make sure that it allows communications from Google Chrome / Apple Safari.

For instructions on how to do this, consult the computer's help documentation.

> ❗ If you are in an office environment, or part of a larger computer network, ask your IT administrator for assistance.

Seeing the 'may not be able to see all participants' message in the Call Screen, but refreshing the call doesn't fix the problem

First, make sure that you are using the latest version of the Google Chrome / Apple Safari web browser.

If you are, and the problem persists, it is possible that the computer's firewall may be blocking the incoming video signal. Check the firewall settings, and make sure that it allows communications from Google Chrome / Apple Safari.

For instructions on how to do this, consult the computer's help documentation.

> ❗ If you are in an office environment, or part of a larger computer network, ask your IT administrator for assistance.

Troubleshoot screen sharing

Desktop and laptop computers

> ℹ️ Screen sharing is only available through Google Chrome web browsers, to participants in Meeting Rooms, and to providers in a consultation.

The Call Screen uses a Google Chrome web browser extension to provide screen sharing features during video calls. Occasionally, problems may arise that are a result of issues with this extension.

In many cases, the **Call Screen** will be able to identify the problem and either resolve it automatically, or walk you through the process of fixing it. However, should you need to take further action, consult the following troubleshooting issues.

Issues

My Call Screen doesn't have a Share Screen button

The screen sharing feature is only available to some participants on desktop and laptop PCs.

If you entered a call from a Waiting Area, you can see shared screens, but you cannot share your own screen.

If you are using a mobile device (smartphone or tablet) to make a video call, you cannot share your screen with other participants. You can, however, view other participants' shared screens.

I clicked the Share Screen button, but nothing happened

One of the following may be true; try to resolve the issue in the following order:

Screen Sharing extension is installed, but disabled

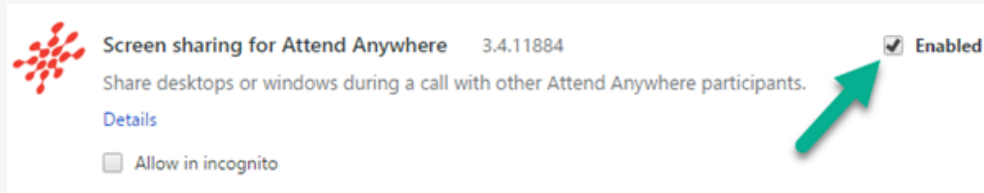| Solution: Enable the Screen Sharing extension |
|---|
| **Google Chrome** |
| 1. Open the Google Chrome Extensions page.

 a. In Google Chrome's address bar, type `chrome://extensions`

 b. Press **Enter**.

 The Chrome Extension page opens. |

Solution: Enable the Screen Sharing extension

2. Scroll down the page and look for an item called **Screen sharing for Attend Anywhere**.

3. Make sure that the **Enabled** checkbox is selected.

4. Close the browser extension tab and return to the Call Screen.

5. Click the **Share Screen** button again.

Screen Sharing extension is installed, but out of date

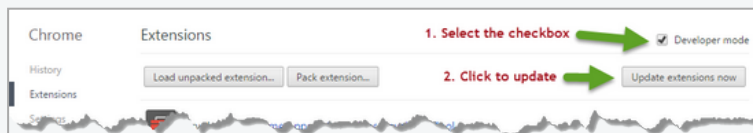| Solution: Update the Screen Sharing extension |
|---|

The Call Screen should automatically update the extension whenever an updated version is released. However, if this doesn't occur, and you see an 'extension out of date' message, then you can update the extension manually:

Google Chrome

1. Open the Google Chrome Extensions page.

   a. In Google Chrome's address bar, type `chrome://extensions`

   b. Press **Enter**.

      The Chrome Extension page opens.

2. In the **Extensions** page, select the **Developer mode** check-box and then click **Update extensions now**.

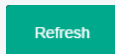3. Close the page.

The Call Screen asked me to Refresh the call

The Screen Sharing Extension is installed and enabled, but not working.

Solution: Refresh the Call Screen

If the Call Screen cannot determine why screen sharing is not working, it will prompt you to refresh the page.

Call Screen

1. Click the **Refresh** button.

   Refresh

2. Wait for the Call Screen to reload.

3. Click **Share Screen** again.

   Share Screen

ℹ️ If for some reason you cannot click the **Refresh** button, or the page has frozen, press **Ctrl+R** instead (On Mac PCs, this is **Cmd+R**)

I installed the Screen Sharing extension, but it didn't appear to install correctly

Solution: Repeat the installation

The simplest solution to this problem is to try installing the extension again: click the Call Screen's **Share Screen** button and repeat the installation steps.

Share Screen

If this doesn't work, you may wish to try one or more of the following:

- Click the Call Screen's **Refresh** button, rejoin the call, and click **Share Screen**

  Refresh
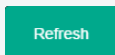
- Leave the call, close and restart your web browser, then rejoin the call, and click **Share Screen**

- *(If neither of the above work)* Leave the call, restart your PC, and then rejoin the call, and click **Share Screen**

If none of these are successful, talk to your IT support team.

Solution: Repeat the installation

ⓘ If for some reason you cannot click the Refresh button, or the page has frozen, press **Ctrl+R** instead (On Mac PCs, this is **Cmd+R**)

The Call Screen tells me that the Screen sharing extension is out of date

| Solution: Manually update your copy of the Screen Sharing extension |
|---|

The Call Screen should automatically update the extension whenever an updated version is released. However, if this doesn't occur, and you see an 'extension out of date' message, then you can update the extension manually:

Google Chrome

1. Open the Google Chrome **Extensions** page.

   a. In Google Chrome's address bar, type `chrome://extensions`

   b. Press **Enter**.

      The Chrome Extension page opens.

2. In the **Extensions** page, select the **Developer mode** check box and then click **Update extensions now**.
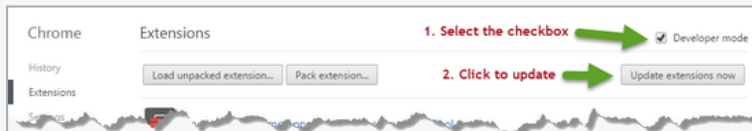
3. Close the page.

I'm making a call from an 'Incognito' browser window, and Screen Sharing doesn't work

Solution: Configure the Screen Sharing extension to work in Incognito mode

By default, Google Chrome does not allow extensions to work when it runs in Incognito mode. However, you can configure the extension to work in Incognito windows.
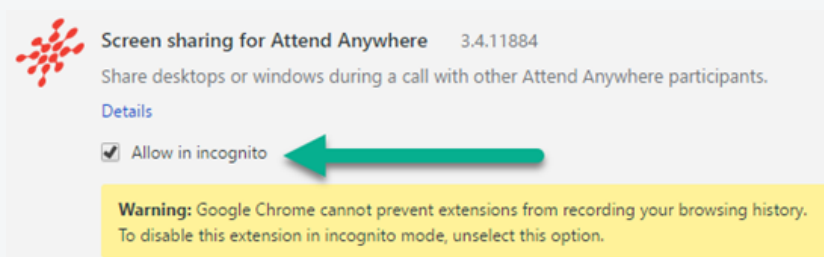
Google Chrome

1. Open the Google Chrome **Extensions** page.

Solution: Configure the Screen Sharing extension to work in Incognito mode

    a. In Google Chrome's address bar, type `chrome://extensions`

    b. Press **Enter**.

        The Chrome Extension page opens.

2. Scroll down the page and look for an item called **Screen sharing for Attend Anywhere**.

3. Make sure that the **Allow in incognito** check box is selected.

4. Close the browser extension tab and return to the Call Screen.

5. Click the **Share Screen** button again.

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