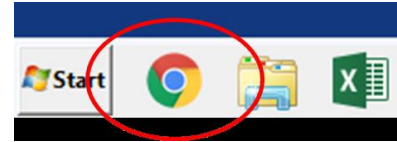


# Telehealth via Pexip platform

## How to join the meeting

### Are you accessing from a Computer?

1. Open Google Chrome on your computer.

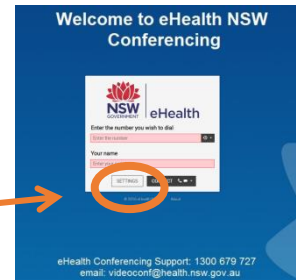


2. Copy or type the URL Link into the address bar

<https://conference.meet.health.nsw.gov.au>

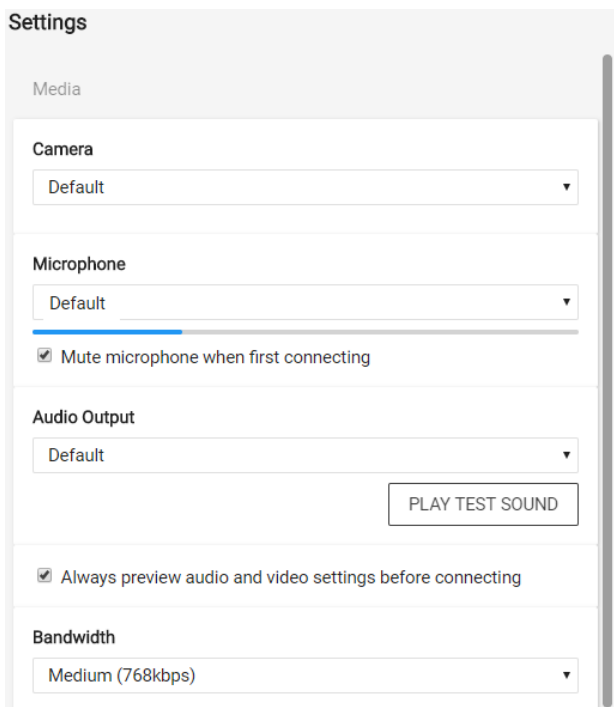
The landing page should look like the image.

**TIP:** Save the above address as a bookmark by clicking on the blue ★ at the end of the address bar.



3. **Check the Settings**

Click on the Settings Button; follow the instructions below to ensure that you have all functionality.











Camera	Choose a Camera via the drop down menu that is connected to your device. A self-view test video will display if you select a valid camera.
Microphone	Choose a Microphone via the drop down menu that is connected to your device. The sound bar meter will fill if sound input is detected on a valid Microphone.
Audio Out	Choose a valid Output device (Speaker/Headset). Select the play test sound to test output device.
Bandwidth	Please set to medium.

4. Enter the Number you wish to call –
5. Enter your Name
6. Press Connect – it will show you your settings again.
7. Click START - if your microphone, video and audio output is working. If these settings are NOT working press Cancel and return to the Settings Tab on the original screen (step 3)
8. Enter as a Host. Pin is required if you enter as a Host.

**NOTE:** Once you have joined the call you are muted by default. You will need to click on the microphone to unmute. The microphone at the bottom of your screen.



## Videoconference Controls

	Mute and unmute your microphone		Share a specific PDF document or image		Share your desktop or an application from your Computer* <small>*You will need to install a plugin for this feature. Only available with Chrome</small>
	Turn your webcam off and on		Activate the keypad		View the video conference in full screen
	Disconnect the call		Show the call statistics		Adjust your volume

### Are you joining from a Room Based Video System?

1. Ensure Video Conferencing Equipment is turned on. Pick up your remote control.
2. Enter **VMR** using your remote control.
3. Press the call button.

### Are you joining from a Mobile Device?

1. Download the PEXIP infinity app from the APP Store.
2. Enter the address **\*\*your VMR\*\*@conference.meet.health.nsw.gov.au**
3. Click JOIN



### NEED HELP

Technical support is available from the eHealth Conferencing Team

Call: 1300 679 727

email: [videoconf@health.nsw.gov.au](mailto:videoconf@health.nsw.gov.au)