

eHealth Conferencing VMR Quick Troubleshooting Guide

Overview

eHealth Conferencing provides an easy safe and secure way to Audio and Video conference with any PC, MAC or Laptop

Virtual Meeting Room (VMR) consolidates real-time conferencing tools into a single solution, allowing users to connect anytime, anywhere with any device. Whether you are in a video conferencing meeting room, at a laptop, using a mobile device or calling in using a traditional telephone, a VMR makes launching and participating in a meeting simple.

This document has been created to help guide you through the Connection, Audio / Video setup and Content sharing functions when using the VMR through a browser.

Requirements

1. PC, MAC or laptop with a webcam, microphone and speakers. You may also prefer to use headphones.
2. Internet connection – For a good experience you will need at least **0.4Mbps** for both download and upload. You can test your internet speed (www.speedtest.net) and selecting **Begin Test**.

Please be aware that a 15 minute videoconference call will use approx. 130 megabytes of your data download limit

Setting up the Conference

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Connecting to the Conference

To connect to the conference browse to <https://conference.meet.health.nsw.gov.au>

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Can you Connect to the VMR?

NO

- If connecting to the VMR through a browser
 - Google Chrome if the preferred browser
- Check that you have entered the Conference ID or Room Name correctly.
- Make sure you “Allow Access” for the VMR to function correctly. If it’s your first time entering the conference you will be prompted to “Allow Access” to your microphone and web camera. Otherwise, you can adjust access through the camera icon shown in your browser’s address window.
- After the initial sign-in window, you will be prompted to select the desired camera and mic options. Make sure the mic and camera are selected and working before proceeding.
- Check that you have entered the Conference Pin correctly.
- When typing the VMR address in to the browser’s address window; make sure you leave out the ‘www.’ Or use ‘https’

YES

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Is your Audio and Microphone working?

NO

YES

They can't hear me

- Make sure that the microphone isn't muted in the VMR
- The host has the ability to mute the microphones of all participants during a meeting. When this occurs, a mute symbol will appear over all people connected in participants list in the top-left corner of the VMR window.
- Wait until the Host un-mutes the microphones or make use of the chat option in the bottom left-hand corner.
- If all else fails, exit the meeting and click on the settings option. Here you can select the desired microphone and check that it's working via the levels found below. Once selected and checked, re-join the VMR session.
- Ensure you have enabled the Microphone in the Browser

I can't hear anyone

- Check that the sound on your device is not on mute and the volume is turned up to the desired level. Check headset volume controls
- If connected through a projector or panel, check the volume settings and adjust accordingly.
- The host has the ability to mute the microphones of all participants during a meeting. When this occurs, a mute symbol will appear over all people connected in participants list in the top-left corner of the VMR window.
- To communicate with the room whilst muted, you can make use of the chat option in the bottom right-hand corner of the VMR window. Alternatively, wait until the Host un-mutes the microphone

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Is there Echo and Audio Feedback?

YES

- An echo/feedback can occur when multiple people in the same physical location that are connected to the VMR. This can be resolved by muting your audio and turning off the microphone; or moving to another location.
- If you hear your own audio back as echo, the problem is likely originating from another person. If the situation is reversed, then the echo is likely coming from your side. This can be resolved by muting your audio and turning off the microphone; or moving to another location.
- If you are using external speakers, place the speakers far away from the laptop mic and reduce the volume to a comfortable level.
- For those who have external microphones, move the microphone about a foot away from the speakers.
- Avoid typing on your laptop whilst the mic is unmuted
- If available, reduce the volume microphone level to 50% or less and reduce or turn off the microphone boost option.
- Closing a few processes can help reduce the load on the PC and better enable the echo cancellation feature found on some computers.
- For Skype users, make sure to have the latest version of Skype downloaded. Skype has built-in echo cancellation which detects and reduces echo.
- If none of these options are successful, use a headset or headphones instead of speakers. This should stop the echo from happening.

NO

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Is your video working?

NO

YES

I Can't see anyone.

- Participants may have intentionally disabled their camera.
- Ask the participant/s to check that their camera is enabled and is not muted in the application
- Ask them to check that their camera isn't obstructed.
- If all else fails, ask the participant/s to exit the meeting and click on the settings option. Here they can select the desired camera and check that it's working via the preview image below. Once selected and tested, they can rejoin the VMR session

They Can't see me

- Upon entering the VMR for the first time, make sure that you allow access to your camera and microphone.
- Make sure that the video isn't disabled in the video meeting.
- Check that the camera isn't obstructed, the shutter is open and the camera is connected to the USB port and the drivers have loaded.
- If all else fails, exit the meeting and click on the settings option. Here you can select the desired camera. You can also check that it's working via the preview image below. Once selected and tested, re-join the VMR session.
- Check that there is no other Video Application using the Camera

eg; Skype, Webex. - Close other application down and restart eHealth Conferencing to enable camera.

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Can you share content?

NO

In trying to share a JPG or PDF

- Click the PDF button shown to the right.
- Click the 'add files' option.
- Locate and select the files on your computer.
- Click the 'Start Presenting' option to share the images or PDF.



- When finished, click the stop sharing button shown to the right.



I'm trying to share my Desktop screen

- Click the Screen button shown to the left. You may need to install The "PEXIP Screen Sharing Extension" refer to Google Chrome Guide
- Select the content or screen that you'd like and click the "Share" option.
- When finished click 'stop sharing' or the stop sharing button shown to the left



Note: Please contact support if the Screen Share button does not appear.

YES

Congratulations!
Enjoy your Conference.