

# eHealth Conferencing Chrome, Firefox and Opera (PC, MAC, Laptops)

## Pexip using Chrome, Firefox and Opera

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

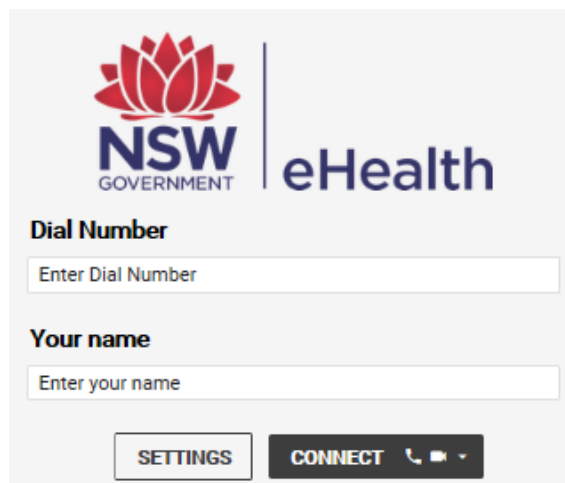
## Requirements

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 ([www.speedtest.net](http://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**

## Starting your Conference

1. There are two methods to start your videoconference:
  - a. You may have been sent an email link with all the pre-populated dial in information which you can click on and your Conference will instantly start.
  - b. You may be sent a link or directed to the internet or intranet page to the eHealth Conferencing Web link <https://conference.meet.health.nsw.gov.au> with the dial in details to enter.



Enter the dial number and your full name and then click Connect

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

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2. The first time you use the Conferencing portal, you will be required to allow use of your webcam and microphone from both the Conferencing portal and Google Chrome or Browser.

A pop up message will appear in your browser, select the webcam and microphone you would like to use and click **Allow**

Then from the Conferencing Portal, reconfirm the webcam and microphone are correct and you should be able to see yourself and see some movement of the blue line below the microphone section when you talk. If you are happy to always use these settings, tick **Don't show me these options again**, then click **Start**

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

## Videoconference Controls

|   |                                 |   |  |   |   |
|---|---------------------------------|---|--|---|---|
|  | Mute and unmute your microphone |  | Share a specific PDF document or image |  | Share your desktop or an application from your Computer*<br>*You will need to install a plugin for this feature. Only available with Chrome |
|  | 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  |

Note you will only need to install if desktop sharing option is not available, you may need to contact your desktop administrator to get the plugin installed.

\*The Chrome plugin is called **Pexip Screensharing Extension**

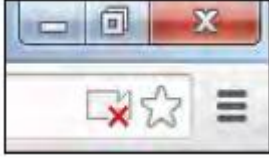

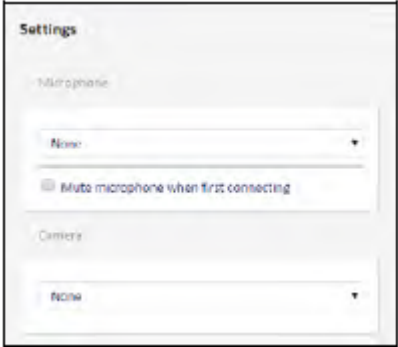
Download available from

<https://chrome.google.com/webstore/detail/pexip-screensharing-extern/jmfbfggikqbdccejjilikqnfjnpmlfe>

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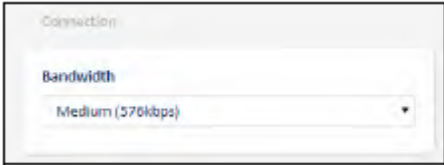
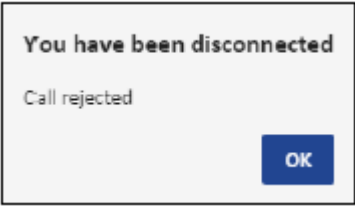
<https://conference.meet.health.nsw.gov.au>

## Troubleshooting

| Problem   | Solution  |
|---|---|
| <p><b>Webcam and Microphone Issues</b></p> <ul style="list-style-type: none"> <li>• Error Message: Call Failed: Error: Could not get access to camera/microphone. Have you allowed access? Has any other application locked the camera?</li> <li>• You have no self-view image of yourself during a videoconference</li> <li>• The other participants in the videoconference can't hear or see you</li> </ul> | <p>Try each of these options in the following order</p> <ol style="list-style-type: none"> <li>1. Double check your webcam is plugged in correctly</li> <li>2. Check no other applications may be using your webcam such as Skype. If so, close them down</li> <li>3. Check the camera status icon in your browser.</li> </ol>  <p>If it has a red cross then click on it and choose the option to always allow your camera and microphone. Disconnect and reconnect the call</p>  <ol style="list-style-type: none"> <li>4. Disconnect the call and click on the <b>Settings</b> button from the main screen</li> </ol>  <p>Make sure you choose the appropriate microphone and camera from the lists</p> |
| <p><b>Quality and Bandwidth Issues</b></p>  |   |

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|  |   |
|--|---|
| <ul style="list-style-type: none"> <li>Poor quality audio and video</li> <li>Call drops out</li> </ul>             | <ul style="list-style-type: none"> <li>Disconnect the call and click on the <b>Settings</b> button from the main screen</li> </ul>  <ul style="list-style-type: none"> <li>Choose a lower bandwidth such as <b>Low (384kbps)</b> and reconnect the call</li> <li>Check if any other applications on your network is using the Internet and close them down</li> </ul> |
| <p><b>Connection Issues</b></p>  | <ul style="list-style-type: none"> <li>The dial number you have been given may be incorrect. Please contact the Health staff member that provided the details</li> <li>The NSW Health videoconference system may be switched off or not answering the call. Please contact the Health staff member that provided the details</li> </ul>   |
| <p><b>Echo and high pitched sounds while in a videoconference</b></p>  | <p>If using computer speakers, try using a pair of headphones instead</p>   |
| <p><b>Error Message: You are using an outdated browser</b></p>   | <p>Contact your Desktop Administrator<br/>External users browser to the latest version or go to <a href="http://www.browsehappy.com">www.browsehappy.com</a></p>  |
| <p><b>General Issues</b></p>   | <p>Try using an alternative web browser</p>   |