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

Overview

eHealth Conferencing provides an easy safe and secure way to Audio and Video conference with an Apple ISO device

Requirements

1. Apple iOS device with a forward-facing camera, 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 (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

Downloading the Conferencing Portal App

1. You will need an Apple ID and log into the Apple App Store and search for **Pexip.** Choose Get and follow the instructions to install the app
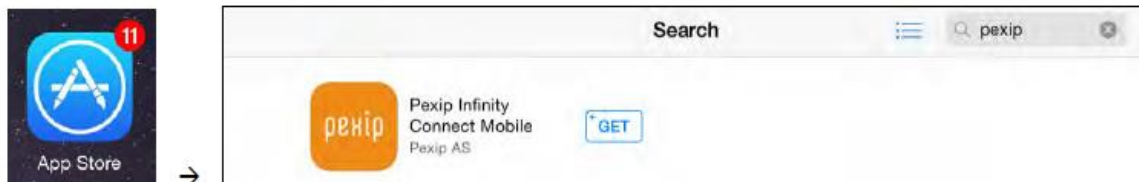
Open the App

Find the App "Look for the Pexip Logo" and tap to open.

Note: The application asks for permission to access the Calendar and Location Services.

Configure the Pexip App

Tap the **Connection Settings** option	Connection Settings	
Domain	**Conference.meet.health.nsw.gov.au**	
Username	Add your device username	
Password	Add your device Password	
Display Name	**Your Name goes here**	
The Tap Done	Done	

Starting Your Conference

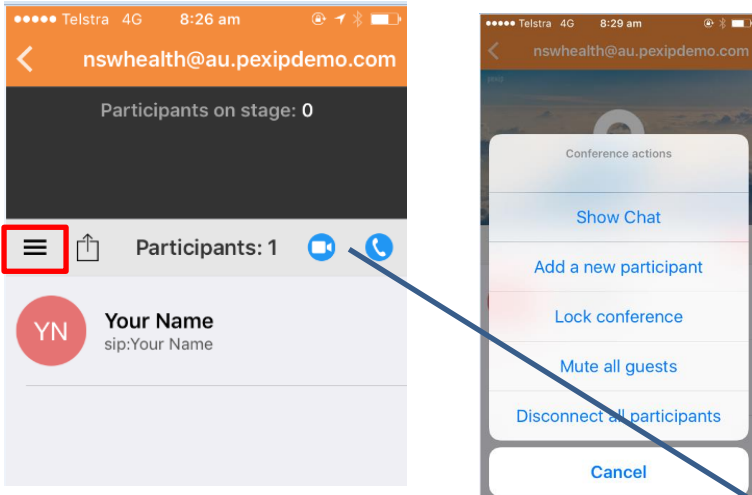Type in the Dial Number provide by the NSW Health Staff member and tap **Join**.
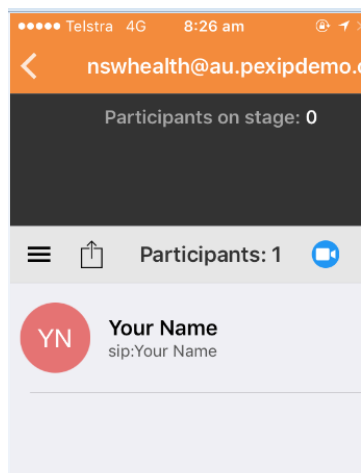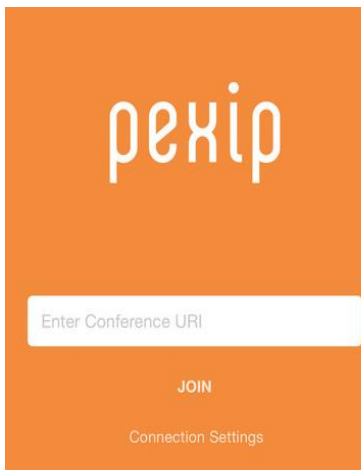
Tap the little blue icon of a **Video Camera** and this will start your videoconference.
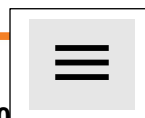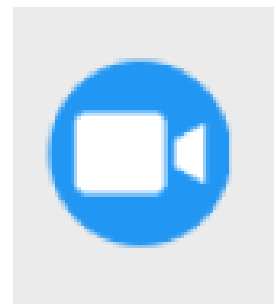
Additional Controls can be found by taping on following Icon
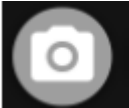
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This will give **Host** the options to
- Show Chat
- Add New Participants
- Lock the Conference
- Mute all Guests
- Disconnect All Participants

Press Camera Icon to use Video and Audio
Press Phone Icon for Audio Only

Conference Controls

Switch between forward and rear facing cameras	Switch between high and low volume	Mute and unmute your microphone	Disconnect the call

Troubleshooting

Problem	Solution
Quality and Bandwidth Issues - Poor quality video and audio - Call drops out	- Close all other applications on the device - Try moving to another location
Connection Issues - You have been disconnected - Could not Join as Conference could not be reached, check you internet connection	- Check the Domain is correct **Conference.meet.health.nsw.gov.au** - Check the number you are dialling - The Videoconference unit maybe switched off or not answering the call please contact the conference organiser or Support
Echo and high pitched sounds	- If using inbuilt speaker, try a headset - Keep the microphone muted while not talking, unmute when required.

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