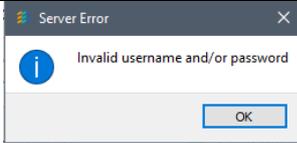
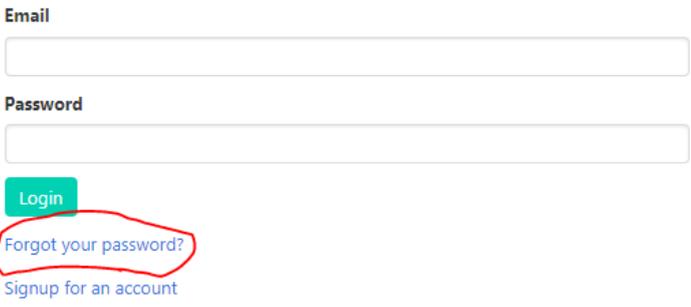
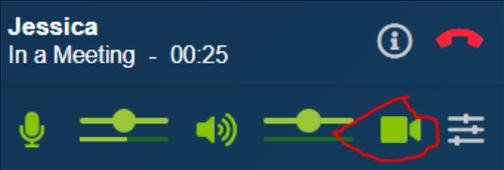


Getting Set Up

<p>What do I need to do to get set up</p>	<p>There are 2 stages to getting set up, getting an account and getting the Visionable App.</p> <p>Once you have completed the account set up process (see user guide) ensure the change team know and they will complete the set up and ensure you have access to the App</p> <p>Always make sure you use Chrome when using ruh.visionable.com</p>
<p>Cannot get into the App I get an error message that my Username and password is invalid</p>	<p>If you get this message when logging into the APP, ensure that the settings have been changed to ruh.visionable.com (not cloud.visionable.)</p> 
<p>I cannot find the Visionable App</p>	<p>The Visionable APP  should be in your task bar at the bottom of your screen when you log on if not</p> <ol style="list-style-type: none"> 1. look for a small upward arrow icon bottom right (called the systems tray) of the screen  – click on it and look for the visionable icon (orange/turquoise/blue dashed lines – very small). Click on the  icon 2. If it is not in the systems tray or task bar search for it either in the search box (in windows 10)  or open the start menu (Windows 7) and use the search there. Search for Visionable. When you find it right click and “Pin to task Bar”
<p>Still Cannot find the Visionable App</p>	<p>When you log on it can take a couple of minutes for the App to load so keep trying. If after 5 mins you still cannot find the App (see above) this is either</p> <ol style="list-style-type: none"> 1. You have not been given the APP by IT 2. Your hard drive is full and cannot load the APP <p>Please ring IT service desk ext 5444</p>

<p>I cannot remember my password</p>	<p>Go to the website ruh.visionable.com and select forgot my password and follow the instructions</p> 
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Hardware Issues

<p>What are the technical requirements</p>	<p>The number of video streams and their quality is limited only by your CPU and network capabilities.</p> <ul style="list-style-type: none"> • Desktop: <ul style="list-style-type: none"> ○ Requires Windows 7+, Mac OS X 10.9+, or any recent Linux distribution ○ Do not use Internet Explorer ○ High-speed Internet connection ○ One or more USB, PTZ, or built-in cameras up to HD resolutions ○ High quality audio device • Web Browser: <ul style="list-style-type: none"> ○ The latest version of Google Chrome or Mozilla Firefox • Android: <ul style="list-style-type: none"> ○ Requires Android OS 4.0 or later and supports ARMv7. Compatible with any dual core CPU Android devices.
<p>My Camera is not working</p>	<p>Some camera do need the correct driver installed before they can be used. Try restarting your computer before ringing IT Service Desk ext 5444</p> <p>Check the Settings in the App  then  Options then  Video then scroll down to Video Devices</p> <p>Finally check in the App that you have not switched the camera off – the camera  should be green if red simple click on it to switch it back on</p>
<p>How to I improve the Video</p>	<p>For optimal use of Visionable software, the following adjustments should be made in your display control panel:</p>

	<p>1. Disable screen savers and monitor power standby. When you are not using your keyboard and mouse, these will cause the monitor to blank out. If you are in a conference with someone at the time, this can be very disruptive.</p> <p>2. Do not show window contents when dragging. This is extremely processor intensive, and can impact the performance of your conference.</p> <p>3. We recommend a desktop resolution of 1440x900 or higher. Some systems may experience problems displaying video streams at less than 24-bit color.</p>
<p>My Mic is not working</p>	<p>Makes sure that no other sound devices are attached to the computer including the Dictaphone .</p> <p>Go to Settings  (on the APP) then Options  Options , Click on Audio  Audio and Check the Input Device (mic) and Output Device (speakers). Visionable show their recommended device with an Asterisk</p> <p>Finally check in the App that you have not switched the Mic off – the Mic should be green  if red simple click on it to switch it back on </p>
<p>How do I improve the Audio</p>	<p>Visionable functions properly on most laptops but their audio hardware often offer poor acoustics and are not recommended.</p> <p>Audio Devices</p> <p>You will most likely use one of the following audio devices:</p> <p>1. Using Headsets with boom microphones</p> <p>Using a headset or ear piece is the easiest way to ensure a optimal audio environment.</p> <p>For best results, position the microphone off to the side or inline with the base of your chin. You can also shorten the boom on some models and place the microphone tip near but not in front of the mouth.</p> <p>Many headset models include a volume control on the cord and/or a switch which can be used to mute/unmute the microphone input.</p> <p>2. Using Tabletop microphones</p> <p>If you do not wish to use a headset and prefer the use of a tabletop microphone, bear in mind that your speakers will pass audio back through the microphone and generate an effect called echo which is extremely disruptive to a conference.</p> <p>For best audio results, you have two options to use tabletop microphones without creating an echo effect:</p> <ul style="list-style-type: none"> - Turn off the microphone in the Visionable client when you are not speaking. You will still generate echo effects if someone interrupts you or you engage in an

	<p>active 2-way conversation.</p> <p>- Enable echo cancellation by going to Tools > Options > Audio and check "Enable Echo Cancellation."</p>
How to I improve the Video	<p>For optimal use of Visionable software, the following adjustments should be made in your display control panel:</p> <ol style="list-style-type: none"> 1. Disable screen savers and monitor power standby. When you are not using your keyboard and mouse, these will cause the monitor to blank out. If you are in a conference with someone at the time, this can be very disruptive. 2. Do not show window contents when dragging. This is extremely processor intensive, and can impact the performance of your conference. 3. We recommend a desktop resolution of 1440x900 or higher. Some systems may experience problems displaying video streams at less than 24-bit color.

Using Visionable for Outpatient Clinics

My patient has clicked the link but I cannot see them on the live queue	<ol style="list-style-type: none"> 1. If your patient is using a laptop tablet or PC make sure they are not using Internet explorer
My patient has clicked Enter Clinic but I cannot see them on the live Clinic	<ol style="list-style-type: none"> 1. If your patient is using a laptop tablet or PC make sure they are not using Internet explorer - they can use Chrome, Safari anything but Internet Explorer 2. After clicking the link and joining the appointment, they will need to allow microphone and allow camera. After this has been completed, they will move into the Live Clinic. If this hasn't been done, they won't be moved into the Live Clinic. 3. If you are practicing in the Trust and using your or your colleagues phone as the "Patient" make sure you are using data and not RUH Wifi, the firewall blocks Trust to Trust communication like this
I have clicked Join but nothing has happened	<ol style="list-style-type: none"> 1. Make sure you have the APP open as well as the website and that you are signed in 2. Remember to check your APP settings are ruh.visionable.com
My patient has clicked Enter Clinic Still not working	<p>Clear your browser history and ask your patient to clear theirs. To do this go to Google home screen (in Chrome), press corner top right ... icon Settings/history/today (tick each box related to Visionable)/delete.</p>
When Booking an appointment what should I enter in the description	<p>We recommend MRN no. Please Note this and what you enter in the Clinician field will be displayed on the screen when the Patient clicks on the link</p>

When creating an appointment what is the "Drop In " box for	You can either schedule an appointment for the future date and time or send an appointment in real time – for this select "Drop In" – See using guide on managing drop ins and scheduled appointments
Can we pre book an appointment	Yes just specify the date and time (rather than use drop in). You can then either send the appointment details and link ahead of time – or wait until the day of the appointment - see user guide on managing scheduled appointments
I have emailed the Appointment details to the user but they cannot find it	This can take a few minutes. Ask the Patient to check junk mail. You can always resend the link, go to Appointment Manager and find the appointment and click on SMS / Email as required
We are having problems with the Patients wifi	If they can use their device to Stream video (eg YouTube) then they should be ok If their Wifi is slow it may be best just to do a phone consultation
I would like to talk to both my patients and another person (eg a carer or a doctor in another hospital)	This can be done but you need an upgrade to your license – please contact the change team
I would like the patients to see my screen and the documents etc I have	<p>Do to this go to the App and click on the share screen icon </p> <p>Select the document or screen you require (click on the screen icon and not the eye)   </p> <p>PLEASE REMEMBER TO CLICK ON THE DOCUMENT TO FOCUS ON THE DOCUMENT AND NOT THE WHOLE SCREEN . BEST PRACTICE IS TO ENSURE THAT ONLY THE DOCUMENTS YOU WISH TO SHARE ARE OPEN ON YOUR DESKTOP. (this will reduce the risk of sharing inappropriate information or an IG breach)</p> <p>Clicking the Pics icon  will send the patient a snap shot of your screen (useful if the connection is poor)</p>

Visionable and Millennium

Should I book the appointment on Millennium as well	<p>Yes we need to use Millennium in the same way as we do now. There is a group in the Trust looking how we might change Millennium in the future to make the best use of Visionable</p> <p>Many Department are now adding Clinic Comments to indicate that the patient</p>
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	<p>has agreed to use Visionable and what their preferred phone number / email address is..</p> <p>This comments pull through to the scheduling organiser</p>
Do I check out the Millennium appointment in the same way	<p>Yes</p> <p>When Checking out we have added additional questions so that you can record whether the appointment was</p> <ul style="list-style-type: none"> - Face to Face - Telephone Consultations - Virtual Consultation using Visionable
How do I find phone numbers and emails address	<p>Phone Numbers are on the Patient banner in Millennium Powerchart. Emails where we have them can be access through PMOffice and the patient correction manager conversation "Patient Contact Details"</p>

Using Visionable for Internal Meetings

How many people can we have in a meeting?	<p>Depending on your license either 4 or if upgraded 99. You can have 1 guest (ie someone without a visionable account) or up to 4 if upgraded</p>
How do I add contacts to a group	<p>Drag and drop the contact into the group</p>
How do I reduce background noise	<p>It is recommended that everyone mutes their microphones unless they are speaking</p> <p>Where possible (and available) headphones with Mics should be used</p> <p>Always set the "Enable Echo Cancellation" On (this is in the APP options / Audio / under General Settings</p>