

# Vidyo Patient User Guide

## Introduction

VidyoConnect is a tool that will be used by a doctor to provide telemedicine visits in a virtual office setting. This guide will assist you in installing and using Vidyo.

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## Preparation Checklist

Before joining a VidyoConnect meeting, you will need in internet connection the following setups:

- Computer
- Microphone
- Speakers
- Camera

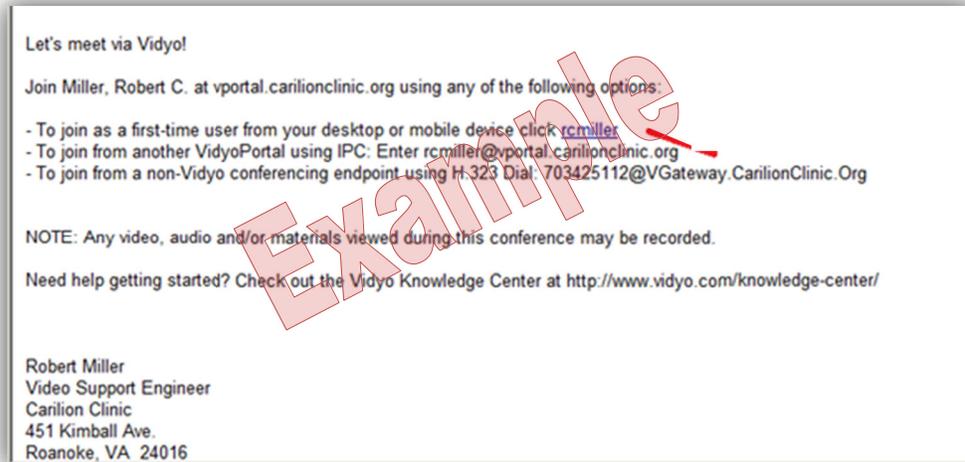
Or

- Mobile device, such as a phone or tablet

## Getting Started

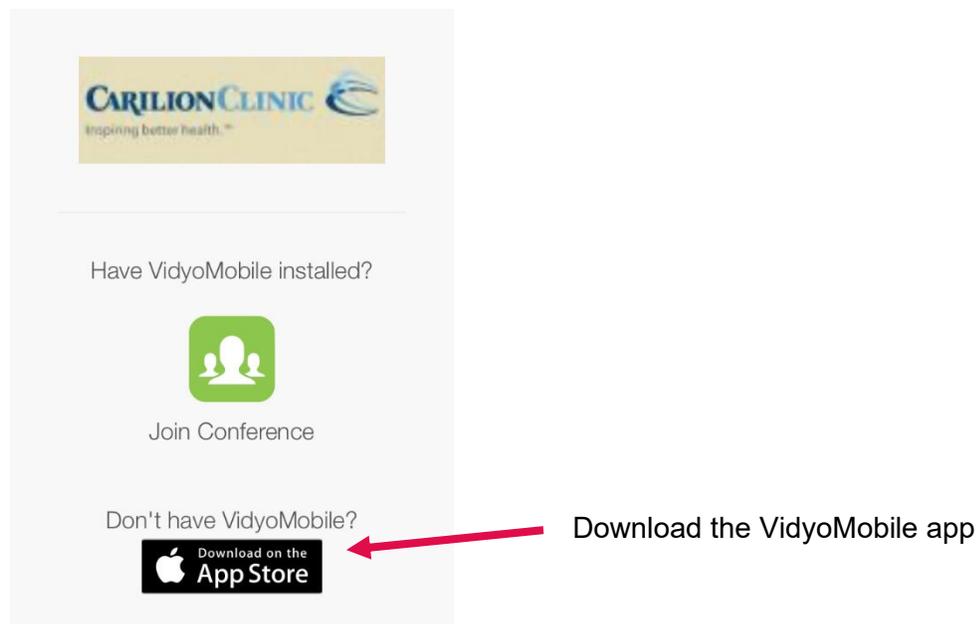
### Joining the VidyoConnect Meeting

With each appointment, you will receive an email invitation from your Care Provider's office, which will include a [blue hyperlink](#). You will be asked to install Vidyo and verify your connection 24 hours before your appointment. Note: You will receive a new invitation with each appointment, so you may delete your email after use.



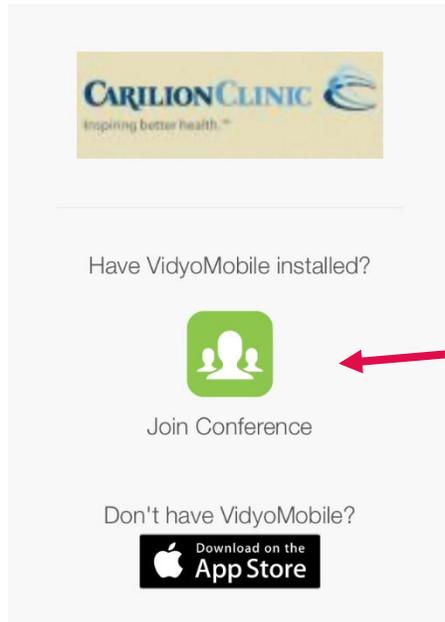
### Installation – Mobile Device

The first time you follow the email hyperlink, you will have to Join Conference or download the VidyoMobile app on your device. If you have not already installed VidyoMobile, do so.



## Participating in a meeting

After downloading the app, connect to your visit by clicking on the blue email hyperlink and choosing to Join Conference. You will be prompted to put in your name, then you can join the conference.



← Join your consultation visit.

## Installation - Computer

The first time you follow the email hyperlink, and depending on which browser you are using, you may be prompted to download Vidyo, enable plug-ins, and/or select devices. You will be guided through the installation process with on-screen instructions. *Note: it is recommended you use Firefox, Internet Explorer, or Safari as your browser.*

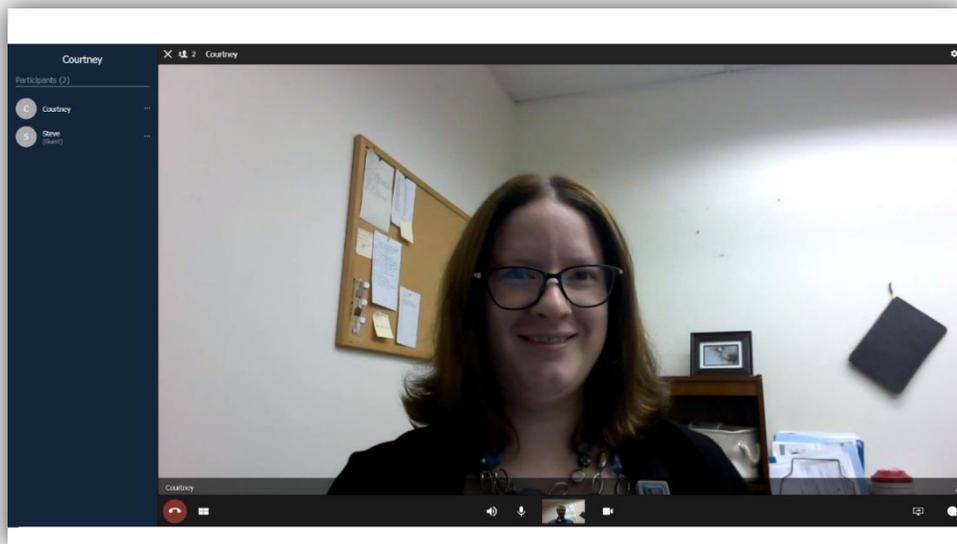
1. Click on the “Accept and Download Plugin” button
2. Run the download file, allowing the installation to start. Note: this process may differ slightly depending on browser.
  - a.) An installer will typically run first. Select the “Run” button to begin installation
  - b.) Once the installer has finished, you may be asked if you would like to run the software. Select yes (or “Run”)

You should only have to download Vidyo the first time you follow the hyperlink. After that, your meeting will open automatically.

## Participating in a Meeting

1. Type in your **name**- This is the name that your provider will see during your Vidyo call
2. Click **Join**.

Your Meeting room will look like this:



## Using VidyoConnect

### Meeting Controls

Once you are in a conference, you will be able to adjust the session to fit your needs and preferences. You have the following Control Options:

	Participants and Search. This option will be hidden when the participant list is showing
	End Call
	Toggle Video Layout
	Mute/Unmute sound
	Mute/Unmute Microphone
	Toggle Camera on and off
	Share applications (aka share what's on your screen)
	In-call chat

## Troubleshooting

If you have difficulty connecting, verify your computer meets these requirements:

- Minimum system requirements: Core 2 Duo 2GHz; 2 GB RAM; 40 MB free disk space
- Minimum bandwidth: 250 Kbps downstream and 250 Kbps upstream
  - Recommended bandwidth is at least 2 MB downstream and 768 KB upstream

*Note: to test your bandwidth, go to [speedtest.net](https://www.speedtest.net) in your browser.*

If your computer meets minimum requirements and you are still having difficulty connecting, please call **866-865-3464**.