
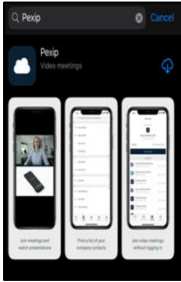
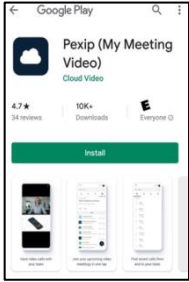
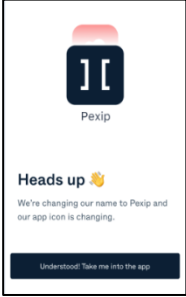
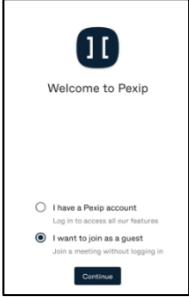
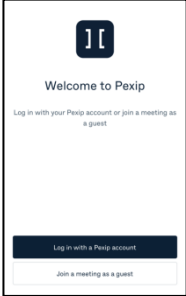
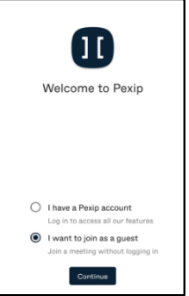

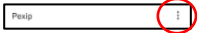
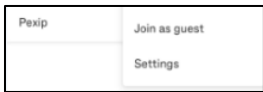
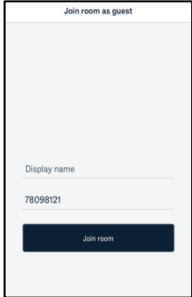
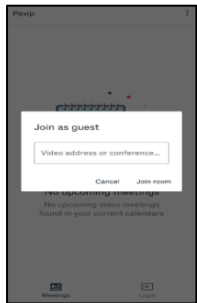
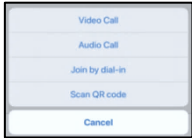
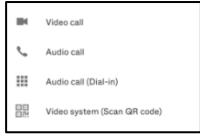

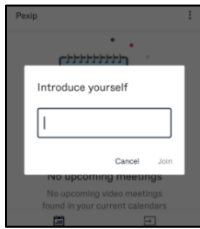




# Guests Joining a Pexip Virtual Meeting Room


## Mobile Device Guide:

1.	<p>You will require the following:</p> <ul style="list-style-type: none"> <li>- mobile device ( Apple/Android)</li> <li>- internet connection/cellular data</li> <li>- Pexip App</li> </ul>		
2.	<p>Your clinician will send an email inviting you to join their virtual meeting room at a scheduled time. Download the Pexip app well in advance of your appointment time.</p>		
3.	<p>Download and install the free Pexip app  in Apple App Store or Android Google Play/ Play Store.</p>	<p>Apple – Pexip Video Meetings</p> 	<p>Android – Pexip My Meeting Video</p> 
4.	<p><b>Apple:</b> Open the app once it has finished downloading. On the Welcome Screen, Click <b>“Understood! Take me into the app”</b></p> <p><b>Android:</b> Open the app once it has finished downloading. Go directly to Step 5.</p>	 <p><b>Apple device</b></p>	 <p><b>Android device</b></p>
5.	<p><b>Apple:</b> Select <b>“Join a meeting as a guest”</b>.</p> <p><b>Android:</b> Select <b>“I want to join as a guest”</b> Click <b>“Continue”</b>.</p>	 <p><b>Apple device</b></p>	 <p><b>Android device</b></p>

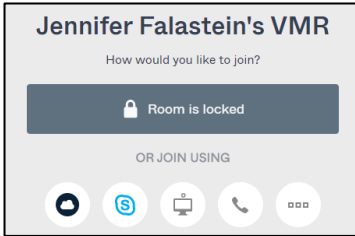
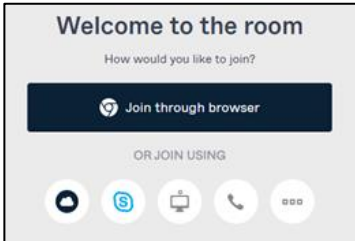
## Guests Joining a Pexip Virtual Meeting Room

<p>6.</p>	<p><b>Apple:</b> At the bottom of the screen, select <b>“Join room as guest”</b>.</p> <p><b>Android:</b> At the top of the screen, select the 3 vertical dots, a prompt tab will show up with options. Select <b>“Join as a guest”</b></p>	<div style="display: flex; justify-content: space-around;"> <div style="text-align: center;">  <p><b>Apple device</b></p> </div> <div style="text-align: center;">   <p><b>Android device</b></p> </div> </div>
<p>7.</p>	<p><b>Apple:</b> Enter the <b>PATIENT’S</b> first and last name and add in the video address or conference code (8-digit number) provided in the email from your clinician. Then, click <b>“Join Room”</b>.</p> <p><b>Android:</b> A pop-up window will show up, place the video address or conference code (8-digit number) provided in the email from your clinician then select <b>“Join Room”</b>.</p>	<div style="display: flex; justify-content: space-around;"> <div style="text-align: center;">  <p><b>Apple device</b></p> </div> <div style="text-align: center;">  <p><b>Android device</b></p> </div> </div>
<p>8.</p>	<p>A pop-up tab with options will show up, select <b>“Video Call”</b>.</p> <p>*When prompted with permission to use device’s camera and microphone, click <b>“Allow”</b></p>	<div style="display: flex; justify-content: space-around;"> <div style="text-align: center;">  <p><b>Apple device</b></p> </div> <div style="text-align: center;">  <p><b>Android device</b></p> </div> </div>
<p>9.</p>	<p><b>Apple:</b> Go directly to Step 10.</p> <p><b>Android:</b> An <i>Introduce yourself</i> window shows up, enter <b>PATIENT’S</b> first name and last name then click <b>“Join”</b></p>	<div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  </div> <div style="text-align: center;">  <p><b>Android device</b></p> </div> </div>
<p>10.</p>	<p>You will hear a ring before being transferred to the virtual meeting room. You may see a welcome screen until your clinician connects.</p> <ul style="list-style-type: none"> <li>Turn your device to landscape orientation to see your clinician full screen.</li> </ul>	<div style="text-align: center;">  <p><b>or</b></p>  </div>

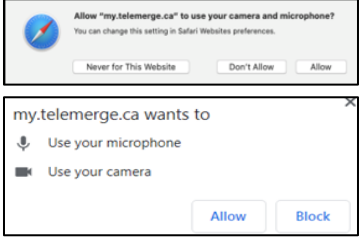

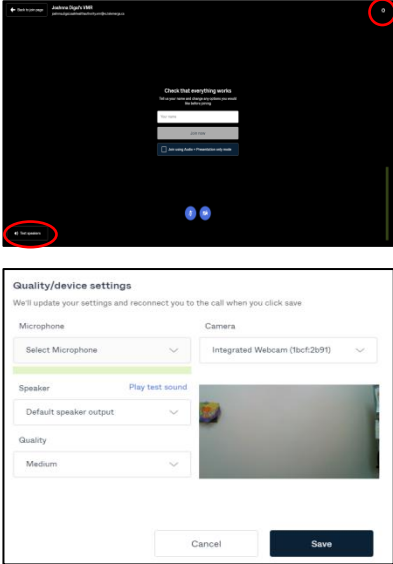
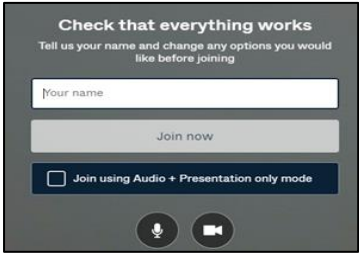
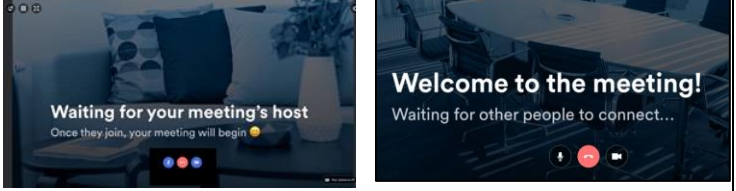

## Guests Joining a Pexip Virtual Meeting Room

10.	Ensure your clinician has locked the room before any discussion takes place. A visible keyhole icon  indicates the room is locked.
11.	Following the appointment click the red call button to leave the room. The clinician also has the ability to remove the patient from the virtual meeting room. Once the appointment is over, do not attempt to re-connect unless instructed to do so by your clinician.
12.	Close your Pexip App.

### Web Browser Guide:

1.	<p>You will require the following:</p> <ul style="list-style-type: none"> <li>- Laptop or desktop computer</li> <li>- Webcam, microphone and speakers             <ul style="list-style-type: none"> <li>• ( headphone/headset with microphone is recommended)</li> </ul> </li> <li>- internet connection</li> <li>- internet browser</li> <li>- For Windows: Google Chrome</li> <li>- For Mac: Safari</li> </ul>	
2.	Your clinician will send an email inviting you to join their virtual meeting room at a scheduled time. Just prior to the scheduled time, click the link in the email or copy and paste it into your web browser.	
3.	The clinician’s Virtual Meeting Room may be locked while they are unavailable or visiting another patient.	
4.	The screen will change when the Virtual Meeting Room has been unlocked. Click <a href="#">“Join through browser”</a> .	

## Guests Joining a Pexip Virtual Meeting Room

<p>5.</p>	<p>A permission pop-up window shows Click <b>“Allow”</b> to permit <i>my.telemerge.ca</i> to access up to access your device’s camera and microphone</p>	
<p>6.</p>	<p>Click the Settings icon  at the top right corner.</p> <p>A pop-up window for quality/device settings shows up; select your microphone, speaker and camera from the different options provided. Plug in a Headphone/Headset (optional) for better audio.</p> <p><i>Medium</i> is the default quality and the recommended option. Switch to low quality in low bandwidth situations. Switching this setting can only be done outside a call (i.e., end the call then switch quality).</p> <p>Note that every device will have different settings. Once done, Click <b>“Save”</b></p> <p>At the bottom left, click <b>“Test Speakers”</b> to make sure audio is working.</p>	
<p>7.</p>	<p>Enter the <u><b>PATIENT’S</b></u> first and last name.</p> <p>Click <b>“Join now”</b>.</p>	
<p>10.</p>	<p>You will hear a ring before being transferred to the virtual meeting room. You may see a welcome screen until your clinician connects.</p>	
<p>10.</p>	<p>Ensure your clinician has locked the room before any discussion takes place. A visible keyhole icon  indicates the room is locked.</p>	

## Guests Joining a Pexip Virtual Meeting Room

11.	Following the appointment click the red call button to leave the room. The clinician also has the ability to remove the patient from the virtual meeting room. Once the appointment is over, do not attempt to re-connect unless instructed to do so by your clinician.
12.	Close your web browser.