



Changes related to OTN's new video service

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As previously communicated, and in order to serve you better, we are excited to be migrating to a new videoconferencing service in late Autumn, which will offer several enhancements to the video experience for both members and patients. These upgrades will mean:

- No need to install custom plugins to join video calls
- Compatibility with all major browsers for basic video calling, including Chrome, Firefox, Internet Explorer (IE), Safari and Edge
- Full videoconference functionality with Chrome and Firefox, including the ability to share your screen and switch your camera during a videoconferencing event
- Support for high-definition resolution in all event types, where necessary bandwidth and hardware support are available
- Improved infrastructure stability and availability

Differences in browser functionality

With the new video service, you will be able to use any major browser of your choice. **For the best experience with the most functionality, we strongly recommend that you use Chrome or Firefox.** If you use other browsers, please note the following summary of each browser's capabilities:

Browser	Join and participate in calls	Disable your camera	Advanced Functionality Available		
			View content that is being shared	Share the contents of your screen	Change your input devices ⁴
Chrome	✓	✓	Images and presentations, and full motion video	✓ ²	✓
Firefox	✓	✓	Images and presentations, and full motion video	✓	Change camera and microphone
Safari 12+	✓	✓	Images and presentations		✓
Edge	✓	Yes, with last image frozen on-screen ³	Images and presentations		
Internet Explorer ¹	✓	Yes, with last image frozen on-screen ³	Images and presentations		

1. Requires Adobe Flash
2. Requires Chrome extension to enable sharing your screen.
3. Image remains on screen until your camera is turned back on
4. Such as changing your camera to a USB patient exam camera during a call or changing your speaker and microphone.



If you are using Internet Explorer 11 or an older version of Safari, we encourage you to verify that your camera and audio devices are properly configured ahead of your first videoconference call. To assist with testing, use the "mirror test" available when you sign into the OTNhub in the "Help & Support" menu when OTN transitions to the new video service.

Updates to OTNconnect mobile applications

Apple iOS

When OTN transitions to the new video service, an update to the iOS OTNconnect application will also be available. Users will be required to download the new version from the Apple App Store or update their application to continue use videoconferencing on their Apple device.

Android

An update to the OTNconnect application for Android devices will be available in the coming months. **In the interim, users will not be able to place or receive video calls via the Android OTNconnect app.** Users should remove the Android application from their device until an updated version is available.

Added security for eVisit via OTNinvite – Members

For additional privacy and security for eVisits using OTNinvite, the host of the event (or their delegate) must be present before the meeting or clinic can begin. This will ensure that participants begin interacting only after the facilitator arrives. Participants who join the event prior to the host will be informed that the meeting or clinic is waiting for their host to join.

The host may start the event securely from the OTNhub, or by entering a host PIN when connecting via a link in the guest email or on the events details page. The host PIN is not required if the host is joining from the OTNhub – only when joining via a link. **We recommend that providers join OTNinvite events through the OTNhub for the most streamlined experience.**

New application for eVisit via OTNinvite – Patients

After the release of the new videoconferencing service, patients using their mobile device to join the eVisit appointment with their provider will be required to download and install a new application -- Pexip Infinity Connect -- from the Apple App/Google Play store. Both Android and iOS versions are available.

For providers with eVisits scheduled with patients after the release date, a follow-up email will be sent to patients with updated instructions on how to join their eVisit with the new videoconferencing service.