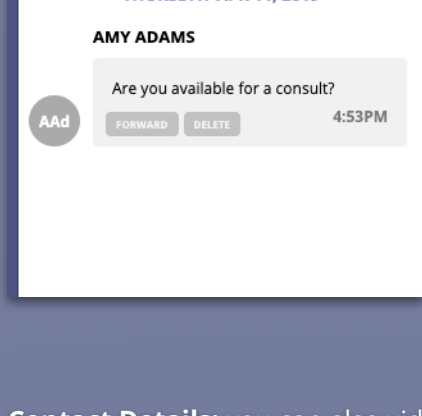


VIDEO CALLING

What is pMD Video Calling? It allows users to communicate face-to-face via video calling capability. Seamlessly integrated into pMD® Secure Messaging™, HIPAA-compliant video chat can be used for face-to-face patient hand-off, remote collaboration between providers, and more!

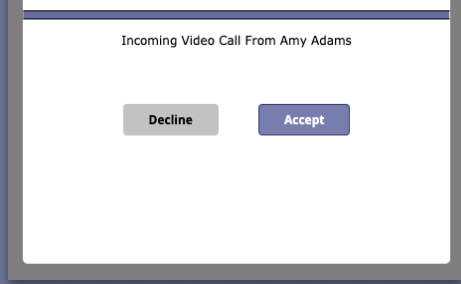
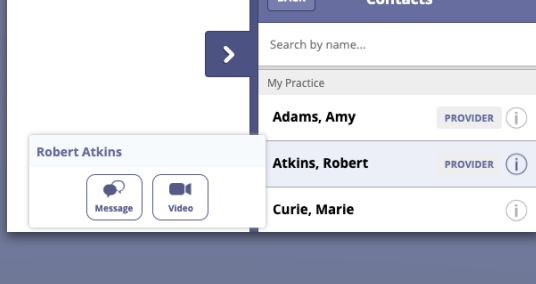
MAKE AND RECEIVE CALLS



Make a call: to get started, click on an existing conversation

Then, click on the video camera icon in the upper right corner of the screen

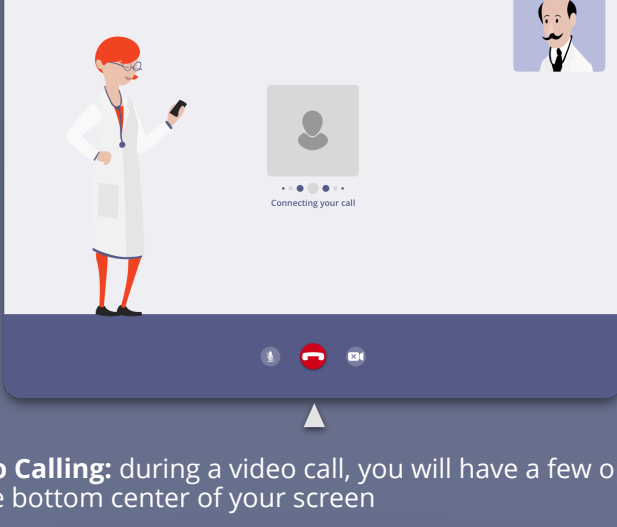
Contact Details: you can also video call someone from the Contact Details screen by clicking on the "i" button to the right of a person's name in your contact list



Answer calls: to accept an incoming video call, click Accept

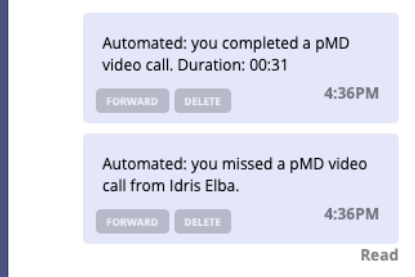
If you'd like to decline the call, click Decline

WHILE ON A CALL



Video Calling: during a video call, you will have a few options at the bottom center of your screen

- Microphone icon on the left to mute audio
- Camera icon on the right to turn off video
- Middle red button to end the call



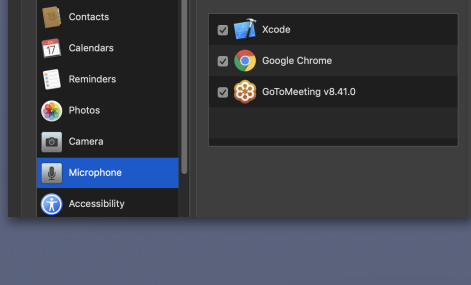
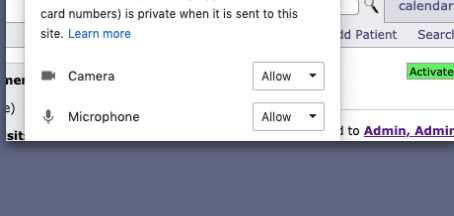
Call History: the call history for any missed or past video calls will be logged within the conversation as an automated pMD message, dated and time-stamped with the duration of the call

Enabling Microphone & Camera

Chrome

Select the lock icon to the left of your address bar

A pop-up will appear with a list of options, and make sure Allow is selected under Camera and Microphone



For Mac Computers

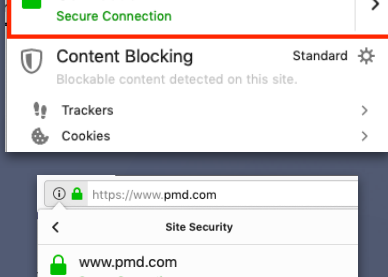
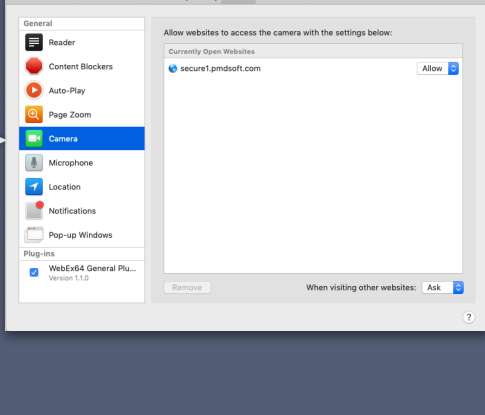
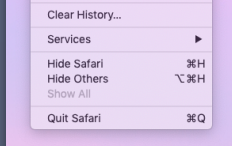
Using Chrome: Ensure Microphone and Camera have Chrome permissions

System Preferences > Privacy & Security > Microphone or Camera > Ensure checkbox next to Chrome is checked

Safari

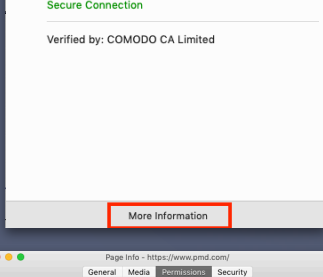
Go to Safari in the upper left corner of your desktop and click Preferences

Then under Websites, make sure Camera and Microphone are set to Allow

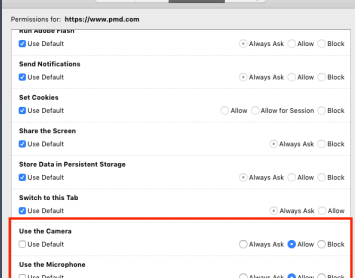


Firefox

Select the lock icon to the left of your address bar and click on Connection



It will take you to Site Security, and then click More Information at the bottom



A dialog box will pop up, go under Permissions, and select Allow for both Camera and Microphone

pMD Support

Need Help? pMD is here for you 24/7!

800-587-4989 x1

