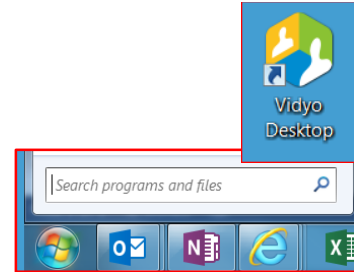


## TELEHEALTH CART & MULTIUSER WORKSTATION INSTRUCTIONS

1. Open the Vidyo Desktop program shortcut on the desktop.  
It can also be accessed from the programs list under the Window's menu or located using the search function and searching for Vidyo.



2. Log into Vidyo using the assigned username and password.

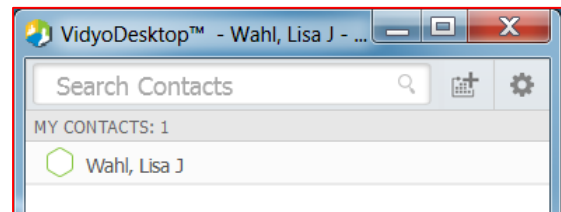
VidyoPortal: <https://telehealth.allinahealth.org>

Username: \_\_\_\_\_

Password: \_\_\_\_\_



3. Once logged in, you will see this screen:  
**Carts will need to remain on this screen, there should be no need to make calls or join rooms.**

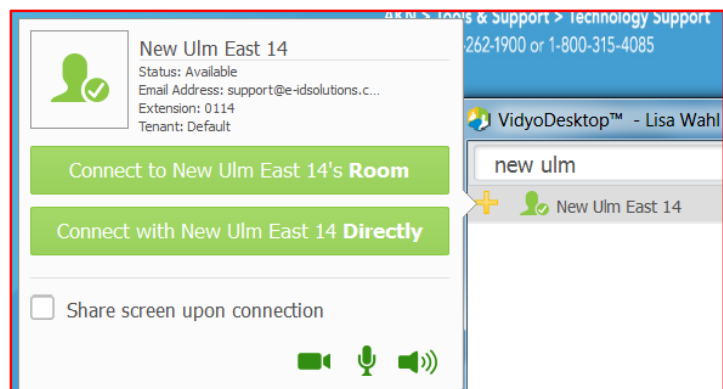


4. To find a site, search for either the facility name or city. When searching for St. Peter search it as one word (StPeter). Some sites will have more than one device, it should state Clinic or ED. You can also search for people.

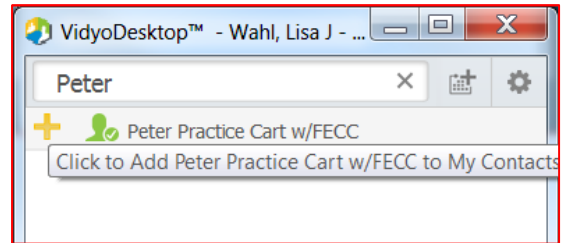


Typically the provider will be calling the patient site directly and the cart will be set to auto answer.

5. Click on the site name and choose to **Connect Directly**. If the provider/site is already in a call, you will not be given the option to Connect Directly and status will indicate the site is busy. *Connecting to the room allows more than two people/devices to enter a call. Connecting directly limits the call to just the initiator and the receiver.*



6. To add favorites to your contact list, click on the yellow plus sign. To remove them open the contact and click the star in the upper right-hand corner.



## Tool bar and settings

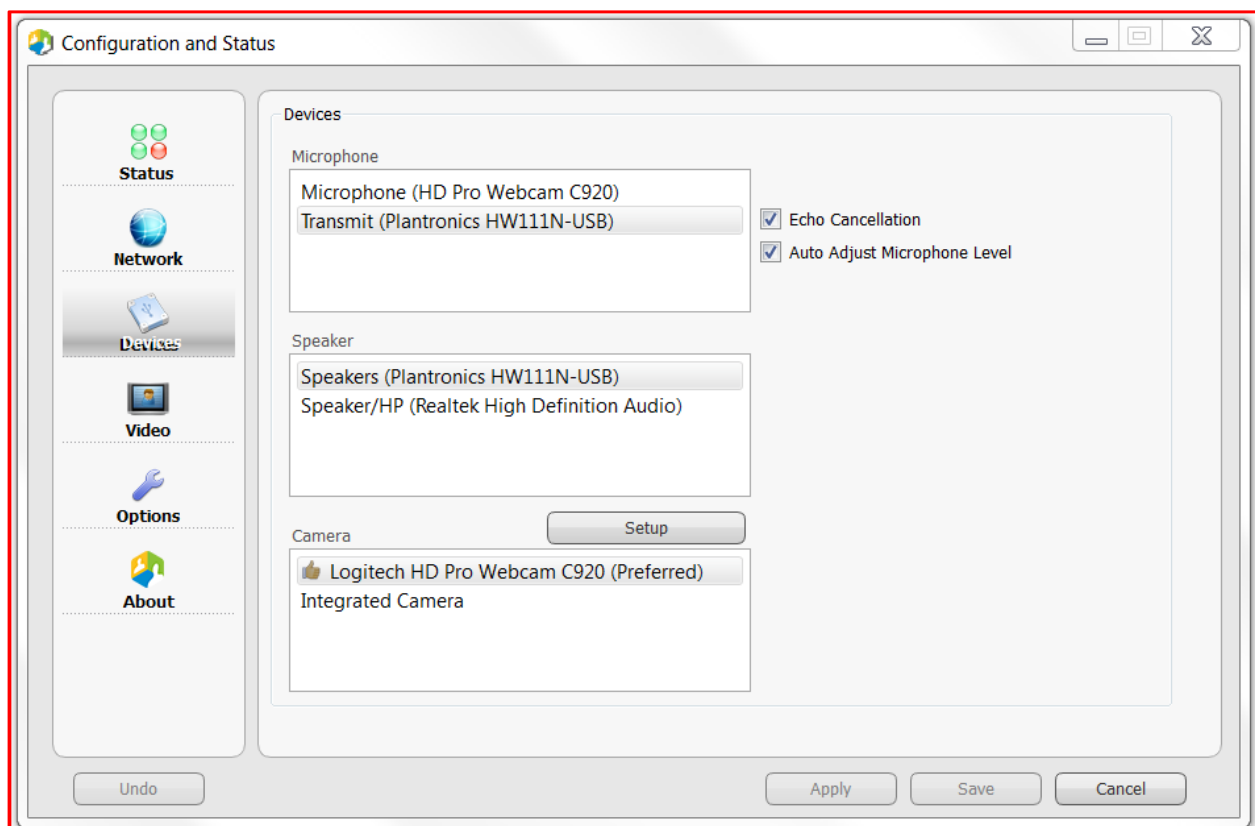
To bring up the tool bar, click on the lower part of the screen below the site name.



These are your controls, rolling over each will give you a brief description of the tool.

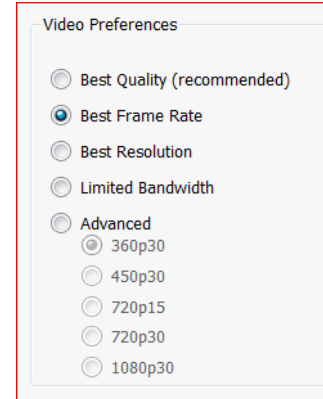


The setting icon brings up the Configuration and Status window. You will not need to make any adjustments to the Status or Network menu.



The Devices menu allows you to choose your camera and speakers.

- Keep Echo Cancellation checked.
- When Auto Adjust Microphone Level is checked you will not be able to control your microphone level from the tool bar. If the far-end site is having difficulty hearing you, you may want to uncheck the box and adjust the level yourself after checking that the microphone is not be obstructed by objects or if using a headset, it is near your mouth.



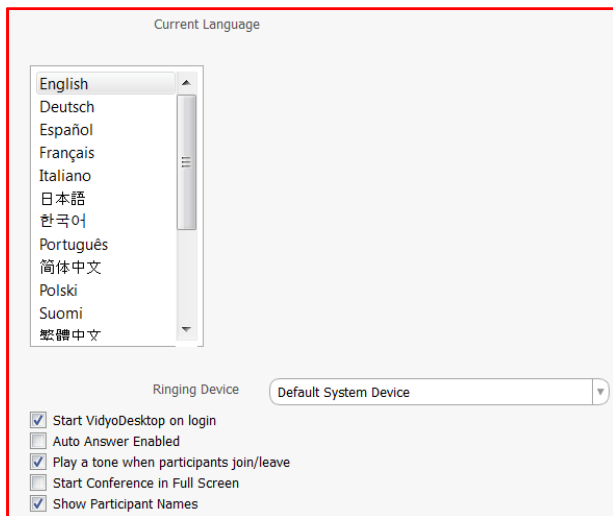
The Video menu allows you to make adjustments to the video quality if necessary.


The Options menu lets you set some defaults.


We ask that patient-end sites have **Auto Answer Enabled** checked.

If you have Start VidyoDesktop on Login checked, the Vidyo login screen will automatically open on start-up.

The About menu just provides information about the program.



**Tips:** The Change Self-view Options  has three options you can toggle through, one gives you equal size video images of yourself and the end-site, the next hides your image, and the third is picture-in-picture. It's preferable to keep yourself visible on the screen but understand that some patients may not be comfortable with this option, then toggling to hide self-view is acceptable.

You can mute both your microphone and video image by clicking on the camera and microphone icon on the tool bar.  This is helpful if you need to have a side conversation or are waiting for the patient to become ready for the visit. You can monitor the end-site without being visible or heard.