

# MEDENT's VIDEO VISITS

When you're scheduled for a Video Visit, you'll receive a link to the visit via email and/or text. Simply click this link and connect with your provider using your laptop, tablet or smartphone! We recommend connecting via WiFi to avoid incurring mobile data charges.



(participants) Shows how many users are in the visit.



(video mute) Turns off your camera.



(mute) Mutes your microphone so the provider cannot hear you.



(hang up) Ends the Video Visit for you and the provider.



(menu) Displays additional options.



(add attachment) Lets you add PNG, JPEG and/or PDF files.



(high definition) Increase the video resolution and quality.



(switch camera) Switch to a different camera on your device (if available).



(switch microphone) Switch to a different microphone on your device.



(full screen) Switches the browser to full-screen mode. NOTE: This button will not display on iPhones.



(chat) Pulls up a chat window that allows the provider and patient to communicate via text.



(help) Pulls up a troubleshooting window.

## BEFORE YOUR VISIT

Make sure we have your email address, mobile phone number and carrier! You should also click the link to test your connection and check your device and browser settings to make sure video and audio are enabled.

Note, the following operating systems and browsers are supported:

- Android: Chrome, Edge, Opera, Samsung
- iOS: Safari
- Windows: Chrome, Firefox, Opera, Edge Chromium Build
- Mac: Safari, Chrome

## TROUBLESHOOTING

Access Denied? You do not have the required hardware. Try a different device.

Unsupported? Try a different browser.

Play button not working? Link not valid?  
Disconnect from WiFi.

Camera or audio not working? Go into your browser settings and allow access.