

# 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.

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



participants

Shows how many users are in the visit



video mute

Turns off your video.



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

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 to full-screen mode. This will not display on iPhones.



chat

Opens a chat window that lets you communicate via text



help

Pulls up a troubleshooting window.

## 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.