

# Queensland Health Telehealth Portal

## Desktop Installation User Guide

### Overview

The Queensland Health Telehealth Portal provides an easy, safe and secure way to videoconference with your doctor from any PC, MAC or laptop.

### Requirements

1. PC, MAC or laptop with a webcam, microphone and speakers. You may also prefer to use headphones.
2. Internet connection – For a good experience you will need at least **0.4Mbps** for both download and upload. You can test your Internet connection speed [here](#) and selecting **Begin Test**. Please be aware that a 15-minute videoconference will use approx. **130 megabytes** of your download limit

### Downloading and Installing the Desktop Application

1. Browse to the Pexip Download page (<https://www.pexip.com/download>) and choose “**Infinity Connect Client**”.
2. This will open a new page. Choose your operating system e.g. Windows, MacOS, or Linux. Follow the on screen instruction to install the software
3. Once installed, launch the application. It will initially ask you to configure the settings; please check the following:

### Infinity Connect Client Download

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Click here: **Windows (x64)** client  
 v1.3 Checksum: 949801018bffe0d1be7f930baad77ab

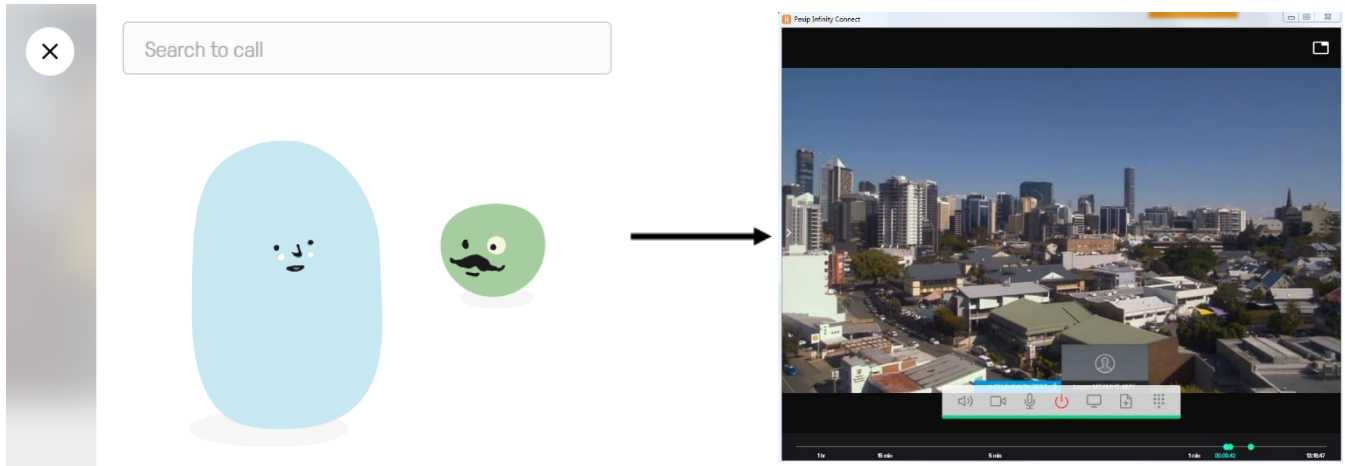
Click here: **MacOS (x64)** client  
 Checksum: 4673009f6f0e5fb337a2b7ae50666b6

Click here: **Linux (x64)** client  
 Checksum: cbec03103f5820c08513a8b89e712762

<p>Enter your full name</p>	<p>Welcome</p> <p>Jane Smith</p> <p>OK</p>
<p>Hover over the 3 dots (Settings) in the right corner of the white window.</p> <p>Double check you have selected the correct webcam, microphone and speakers in the settings menu. Make changes where needed</p>	<p>...</p> <p>Then</p> <p>Default</p> <p>Default</p> <p>Default</p>








## Starting Your Videoconference

From the main screen click the “CALL” button and in the “Search to call” field type in the **Dial Number@telehealth.health.qld.gov.au** that you have received from a Queensland Health staff member. Press **Enter** on your keyboard to launch the call.






**To test your connection before your conference please dial 111@telehealth.health.qld.gov.au to connect into our test bridge which is available 24/7. You have a successful connection if you can see the traffic or Brisbane City skyline and hear the audio announcement.**

## Videoconference Controls

						
Mute incoming audio	Show and hide your image	Mute and unmute your microphone	Disconnect the call	Share a specific PDF document or image	Share your screen	Activate the keypad

## Troubleshooting

Problem	Solution
<p><b>Quality and Bandwidth Issues</b></p> <ul style="list-style-type: none"> <li>Poor quality audio and video</li> <li>Call drops out</li> </ul>	<ul style="list-style-type: none"> <li>Disconnect the call and click on the <b>three dots in the top right-hand corner</b> from the main screen</li> <li>Select Bandwidth icon </li> <li>Choose a lower bandwidth such as <b>Low (256kbps)</b> and reconnect the call</li> <li>Check if any other applications on your network are using the Internet and close them down</li> </ul>
<p><b>Connection Issues</b></p> <p></p> <p>The person you are trying to call did not answer or could not be reached.</p> <p></p> <p>(#pex150)</p>	<ul style="list-style-type: none"> <li>Check the dial address you have entered is correct. You will need to make sure <b>@telehealth.health.qld.gov.au</b> is at the end of the number.</li> <li>The dial number you have been given may be incorrect. Please contact Queensland Health staff member that provided the details</li> <li>The Queensland Health videoconference system may be switched off or not answering the call. Please contact Queensland Health staff member that provided the details</li> </ul>
<p><b>Echo and high-pitched sounds while in a videoconference</b></p>	<ul style="list-style-type: none"> <li>If using the built-in speakers, try using a pair of headphones instead</li> <li>Keep your microphone muted when not talking, unmute when needed</li> </ul>