

# Queensland Health Telehealth Portal

## for Smart Phones and Tablets (iOS and Android)

### Overview

The Queensland Health Pexip Infinity Connect App provides an easy, safe and secure way to videoconference with your doctor or healthcare professional from any iOS or Android device.

### Requirements

1. Android or iOS device with a forward-facing camera, 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 the Pexip Infinity Connect App

Go to the Google Play Store or the Apple App Store and search for Pexip Infinity Connect. Follow the instructions to install the app on your preferred device.

ANDROID	APPLE
 →  <b>Pexip Infinity Connect</b> Pexip AS	 →  <b>Pexip Infinity Connect</b> Pexip AS

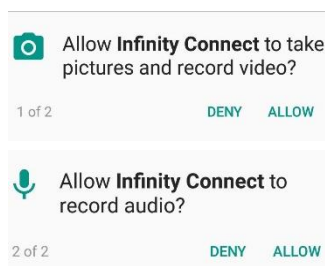
### Opening the App

Find the installed **Pexip Infinity Connect** app on your device and tap to open.

### Setting up the App

Follow any on screen prompts to allow access to Calendar, and Camera.

Android devices may show the following prompts:



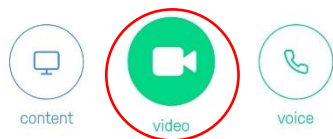
**Please note, these are standard Android messages. No Telehealth consultations are recorded and all calls are secured using industry standard encryption.**

At the Welcome screen, enter your name as it should be shown to your other VC participant/s.

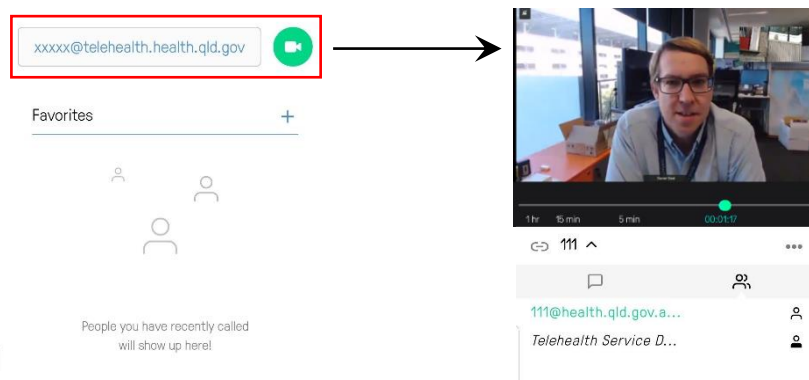


## Starting your Videoconference

From the main screen tap the green “Video” button.



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 then tap on the green video icon to initiate the call.








It is best to use your phone or tablet in Landscape mode once you have started your call







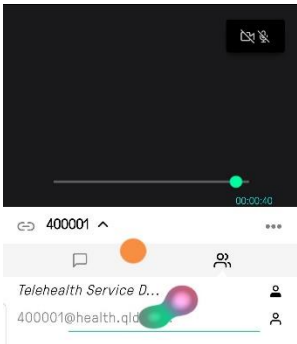


To test your connection before your conference please dial **111 @telehealth.health.qld.gov.au** to connect into our test bridge which is available 24/7. You have a successful connection if you can see the Brisbane City skyline and hear the audio announcement.

## Videoconference Controls

				
Show and hide your image	Mute and Unmute your microphone	Disconnect the call	Share a specific PDF document or image	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 three dots that appear on the main screen (to the left of the name you entered upon setup of the app)</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>Camera and Audio Issues</b></p> <ul style="list-style-type: none"> <li>No self-view</li> <li>Can't hear anything in the conference</li> </ul>	<ul style="list-style-type: none"> <li>Check the webcam and audio settings are correct:</li> <li></li> <li> Select media devices</li> <li> Front Camera</li> <li> iPhone Microphone</li> <li> Speaker</li> </ul>
<p><b>Connection Issues</b></p> <ul style="list-style-type: none"> <li>You are getting coloured shapes circling on the screen and no video connection or an error message</li> </ul> 	<ul style="list-style-type: none"> <li>Check the dial address you have entered is correct.</li> <li>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 the Queensland Health staff member that provided the dial in details</li> <li>The Queensland Health videoconference system may be switched off or not answering the call. Please contact the Queensland Health staff member that provided the dial in 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>