Statewide Telehealth Service -   Users Guide to Scopia Desktop (Standard Version)

What is Scopia?

Scopia is a high definition videoconferencing software application that is compatible with the WA Telehealth Network and its security features.

You are able to use Scopia on your computer, laptop or home PC. You would obviously need a web camera and audio input / output. Using Scopia is identical to using videoconferencing capabilities that you would expect from a videoconferencing unit.

There are no restrictions or logon requirements for the 'standard' version so you can install to any PC anywhere. There is a 'pro' (professional) version of the software available to selected users on request. Information related to using Scopia Pro is contained in the separate Scopia Pro document.

A *Frequently Asked Questions* section is contained at the end of this guide. This covers some of the most commonly asked questions about installing and using Scopia Desktop.

The Telehealth Helpdesk is available by phone on 1300 367 166 Monday-Friday during normal office hours (08:00 – 16:00) and Helpdesk staff are happy to assist if required.

Step 1 - Where do I download Scopia from?

You can download Scopia from the link below, however it is suggested to read this entire guide before doing so.

http://vc-desktop.health.wa.gov.au/scopia?client

(Image 1)
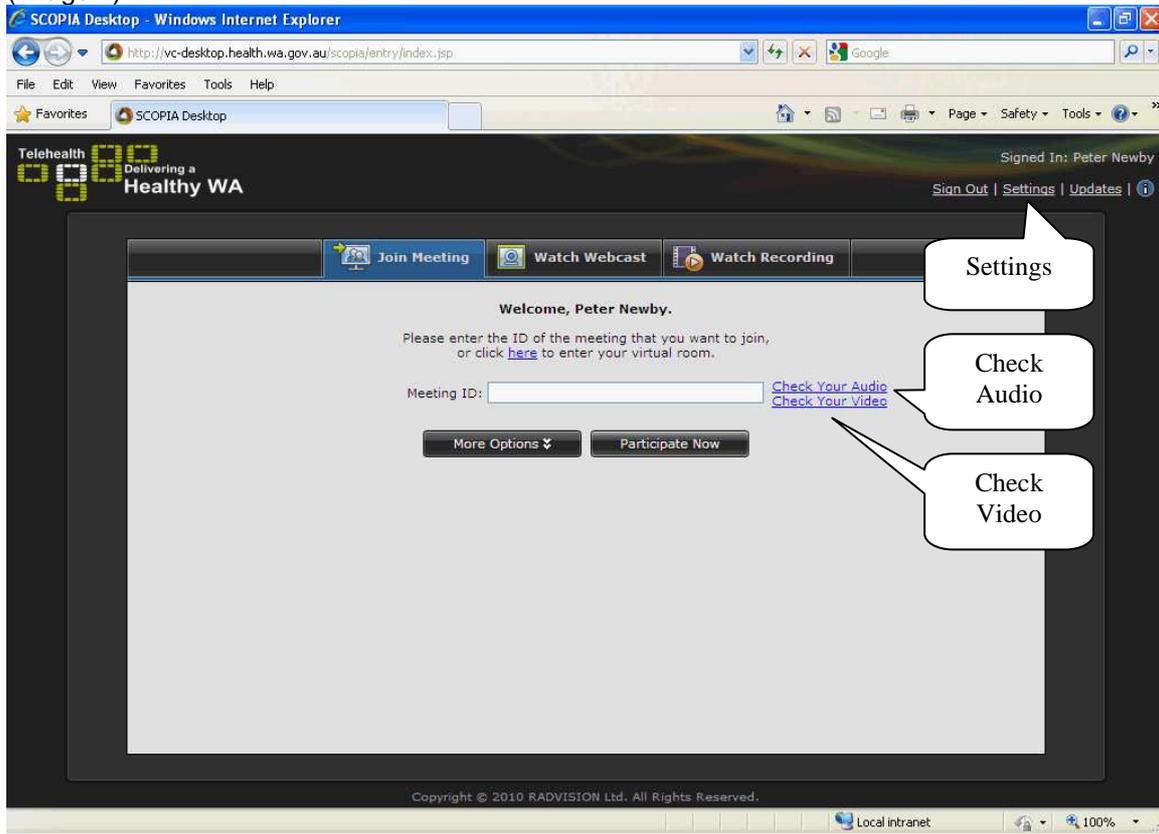
What equipment do I need?

Before installing the Scopia link you need to have installed a web camera and an optional headset with headphones and a microphone.

Web Camera

Headphones with microphone

Your web camera may have a built in microphone. However you may also prefer to install a separate headset and microphone combination to ensure good audio quality and reduce audio feedback. We recommend that you use a headset for the best experience.

Web cameras normally have a manufacturers supplied software driver that allows them to work effectively with your computer. This software may be required to be installed from a manufacturer's disk or web site **before** you install Scopia.

NB: It is important to note that Health WA employees may require assistance from the Health Information Network (HIN) or your local Information Systems area in order to install software and hardware on Departmental computers.

Step 2 - Testing the equipment

At this point you have already clicked on the link to download Scopia provided in Step 1 and should be seeing a new internet window the same as Image 1, above.

You will need to install all the browser plugins and drivers. This is done using the 'click here to install updates' option.

Use the "settings" option (located towards the right of the screen) to add and test your web camera and optional headset.

Both audio and video device's have a test option available to establish that they are producing a video image and that sound input and output is working correctly. These are accessed by the 'check audio / video' option.

(Image 2)
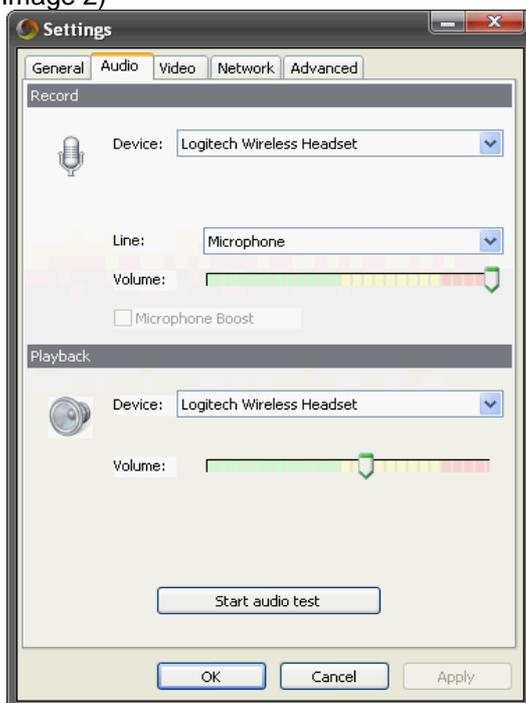
Audio Device Settings   Video Device Settings

If you are experiencing audio problems with Scopia you can revisit these setup pages at any time to check that your web camera and audio are working correctly.

NB: Don't forget the Telehealth Helpdesk is available on 1300 367 166

To obtain the best possible image with Scopia your camera needs to be capable of 720p video with at least 15 frames per second.

Step 3 - What does Scopia look like?

The standard interface presents as a full screen web page – see image 3

(Image 3)
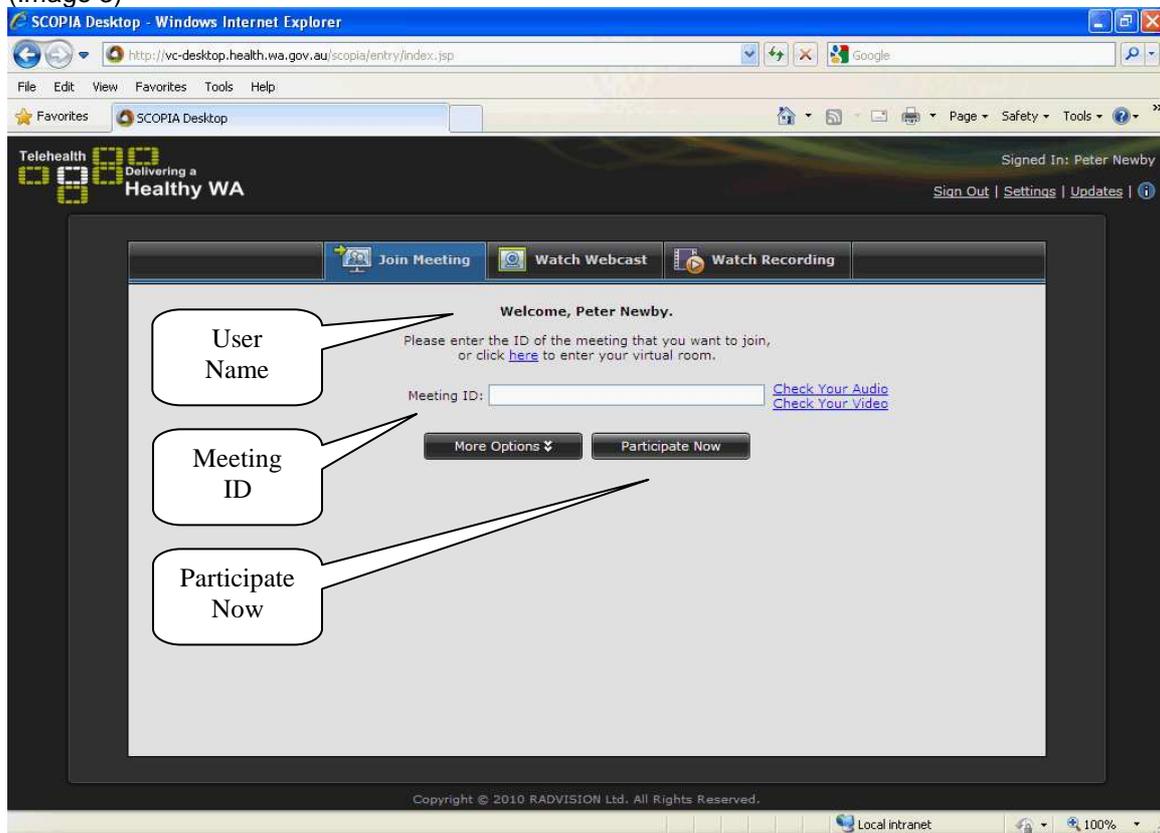
Once you have downloaded Scopia you are able to "bookmark" this link to the favorites section of Internet Explorer.

To join a meeting, enter the "Meeting ID", which will be either the Virtual Meeting Room (VMR) (five or six digits starting with 6); or Bridge number (four digits starting with 6) that you have been given by the person coordinating the videoconference.

You can enter "Your Name" (or your department's name) where indicated. This allows others users to know who you are, or what area you are from.
Once you have entered the VMR or bridge number you need to click on the "Participate Now" button.

Delivering a Healthy WA

On a Scopia call

During a Scopia call there are many features available to you. The basic layout of the Scopia window will look similar to that shown below.
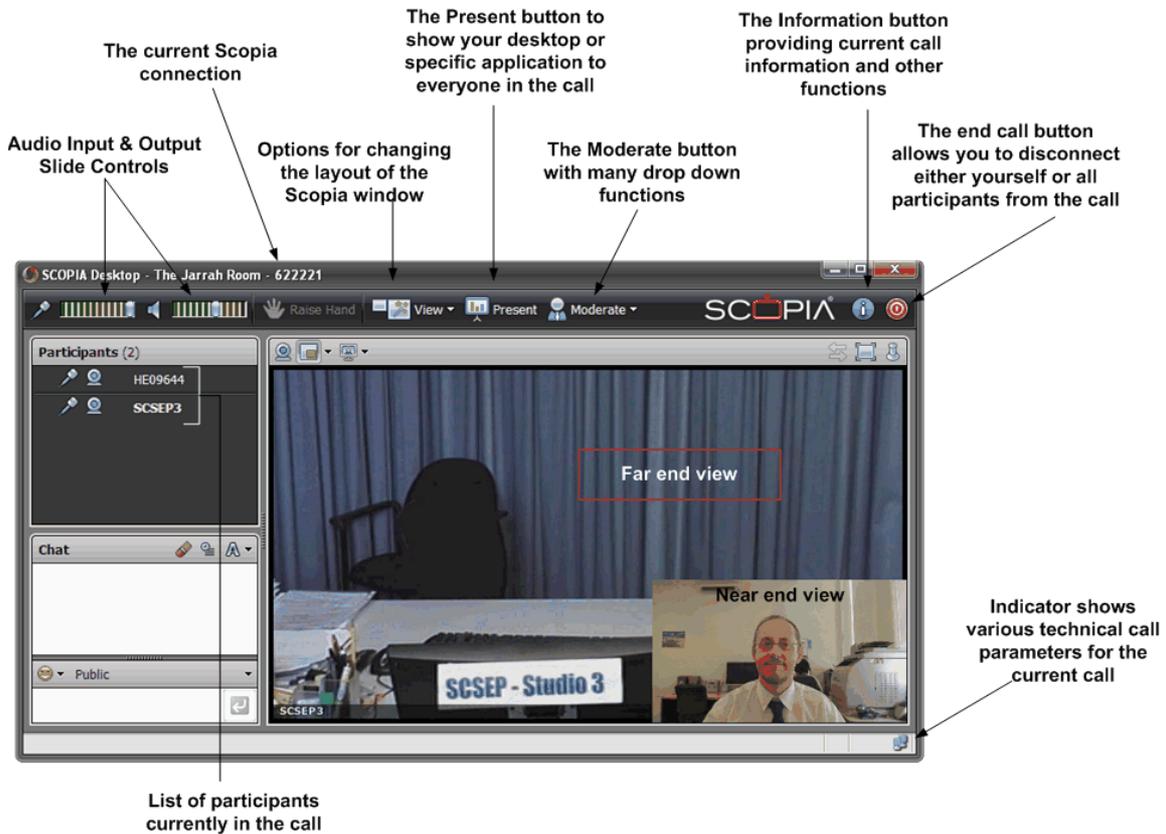
NB: Please ensure that your microphone is "muted" when you are not speaking. This is done by double clicking on the microphone next to your name in the "Participants" section towards the top left of the screen.

Telehealth Helpdesk

The Telehealth Helpdesk is available for assistance during business hours. They can be contacted on the following:

Monday – Friday: 08:00 – 16:00

Phone: 1300 367 166.

Email: telehealth.helpdesk@health.wa.gov.au.

FREQUENTLY ASKED QUESTIONS

1. **Updates**

   You will receive from time to time requests for updates when you access Scopia. These can be updated at your convenience.

2. **Sound**

   If you are having difficulties with your sound there are various options you may look at.

   You can see if the sound is turned up on your computer…

   Sometimes exiting the meeting and re-entering will bring the sound in correctly.

   If using a wireless headset, check that it is charged and turned on. Sometimes turning your headset on and off again will kick start the sound.

3. **Voice activated**

   The pictures on Scopia are voice activated. Whoever is speaking their picture will be the **large image** on the screen. This will mean that the other participants will be the smaller images.

4. **Recording**

   Recording is not permitted by individual users and any request to do so is managed centrally to ensure governance related to permission, storage and disposal.