

Personal Videoconferencing Frequently Asked Questions

General FAQ

What is OTN's Personal Videoconferencing?

OTN's Personal Videoconferencing makes it possible for a health care provider to use video conferencing for initial and/or follow-up patient consultations from the convenience of a personal computer. Personal Videoconferencing can also be used for case conferences, to attend meetings or to participate in distance learning from a home office or private clinic. It is easy-to-use, cost effective and secure.



Personal Computer Video Conferencing:

- Increases the reach of specialized services;
- Eliminates costly and time consuming long distance travel for patients;
- Reduces provider downtime and lost productivity due to travelling for education and/or meetings; and
- Patient care provided through OTN is billable through OHIP, at a premium.

Who can the health care provider connect with using Personal Videoconferencing?

The health care provider can connect to other Personal Videoconferencing users, or to connect to any of the existing 2200+ video systems on OTN's network across Ontario. Personal Videoconferencing users can participate in a point-to-point or multi-point video call.

Is Personal Videoconferencing a secure solution?

Yes. A user's access to OTN's Personal Videoconferencing server is an SSL (Secure Sockets Layer) connection (https://), and all video and audio traffic is AES-128 bit encrypted.

What equipment is required to participate?

A Personal Videoconferencing user needs to provide a personal computer, camera, headset and a business-grade broadband internet connection with a minimum of 768 kbps upload and download speed. Please refer to "*Personal Videoconferencing Technical Readiness*" document for more information.



To test your internet connection for bandwidth and speed, use OTN's bandwidth testing tool available at: <http://bandwidth.otn.ca>.

How is Personal Videoconferencing different from the dedicated room-based video systems and clinical carts?

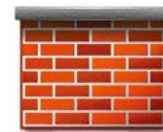
Personal Videoconferencing emulates the functionality of a legacy H.323 system. It does call initiation, call negotiation and media exchange in the same manner as an H.323 codec.

Will the Personal Videoconferencing software work with other software applications installed on a user's computer?

Yes. OTN's Personal Videoconferencing software works with most software. However it is important to note that no other active software application should share the USB web camera, microphone or speaker at the same time that the Personal Videoconferencing software application is running.

Can a health care provider connect from a hospital network?

If a health care provider is considering participation in the Personal Videoconferencing service from a personal computer connected to a secure hospital network, they need to verify that specific ports in the hospital firewall are open.



- For details, see the question "Are any configuration changes required to the Member site's firewall?" in the Technical FAQ section below.
- To test whether the firewall ports are open, use OTN's Network Port Test tool available at <http://portcheck.otn.ca>.

How can a health care provider apply for Personal Videoconferencing service?



A health care provider must get in touch with their OTN Regional Manager and is required to submit the following documents to OTN:

- Completed "Personal Videoconferencing Service Request" form
- Signed "Terms of Service" agreement
- If not already an OTN member, a signed "Service Agreement".

How much time does it take to provision a new user?

Once the user has arranged for a personal computer, camera, headset and recommended network bandwidth, it takes approximately 5 to 7 days to provision a new user.

Once provisioned by OTN, what will a new user receive?

Once a new user is successfully provisioned, a "Welcome Package" will be emailed to the user containing:

- Username and password
- Software installation instructions
- Troubleshooting manual
- User manual
- Links to training material
- Best Practice Guidelines

Does the health care provider need to undergo training?

Yes. Every new user is expected to complete some mandatory training, to ensure they understand privacy and security considerations and to have the opportunity to learn about Ncompass scheduling.

Has OTN developed any guides for quick reference?

Yes. There are quick reference guides to help with day to day usage as well as user guides with detailed, illustrated instructions. For example:

- *Personal Videoconferencing Toolbar and Status Icons*
- *Scheduling using Ncompass*

Who can be contacted for more information?

OTN's Regional Manager, or OTN's Contact Centre: 1.866.454.6861, or by writing an email to information@otn.ca.

Technical FAQ

How much bandwidth is required to support video calls?

A user's video quality is dependent on the availability of adequate dedicated Internet bandwidth to their computer. To support good quality video calls, a user requires dedicated Internet bandwidth with a minimum upload speed of 768 Kbps and download speed of 5 Mbps. You can test your network bandwidth from your computer at <http://bandwidth.otn.ca>.

Are any configuration changes required to the Member site's firewall?

Yes. If you are connecting from a personal computer behind a corporate firewall, there are two ways to navigate through the firewall with the Personal Videoconferencing service.

Option 1: Open up required ports.

You can ask your IT Network Administrator to open up the needed ports through the firewall.

For the best results, open up the following ports:

- TCP Port 443 Secure Web Access to OTN's Portal Application Server
- TCP Port 17992 Client Connection to OTN's Portal Application Server
- TCP Port 17990 Client Connection to OTN's Personal Videoconferencing Router
- UDP 50,000-53,000 Inbound/outbound Media feeds to participants (6 ports per participant) to OTN's Personal Videoconferencing Router

The ports have to be opened in both directions to OTN's IP Address range 66.199.46.0 / 24.

At this time OTN's Personal Videoconferencing service opens all UDP ports dynamically, based on STUN communication between Client and Server. There is no need to open specific UDP ports on the fire wall as long as the ports in the UDP range specified above can be opened dynamically.

Option 2: Use the built-in "Proxy tunneling" feature.

If your IT Network Security Team cannot open the above firewall ports, "Proxy tunneling" will be automatically enabled. This allows the client and server to tunnel the media over TCP port 443.

Please note that tunneling can reduce the overall quality of the videoconferencing experience.

The user's site is connected through an eHealth Ontario circuit. On which eHealth port is OTN's Personal Videoconferencing service supported?

OTN's Personal Videoconferencing service is supported on the eHealth port configured on the eHealth Ontario supplied router. This is the same port to which your personal computers are connected for existing software applications such as email, clinical management software and Internet access. It is important to note that existing room-based video systems and clinical carts installed at your site are configured on a different port (OTN's video port).

For IT Administrators, which software needs to be installed on a user's PC?

In addition to the Personal Videoconferencing software, you must also install a driver for the USB web camera. A user might require support from their IT Administrator to install the software and drivers if their existing IT policy restricts them from making changes to their computer's configuration.