

ONSIGHT CONNECT TIPS



GENERAL

1. Fully charge your battery-powered device before the OnSight session
2. If permitted, in settings turn Auto Login on
3. To ensure the best quality audio, always wear a headset
4. Reducing the screen brightness helps reduce battery consumption
5. Data usage depends on the chosen video settings
6. If you have no network, you can record video and stream the video later once on a network



STREAMING VIDEO

1. **Center** subject matter in viewer
2. **Steady** and focus before streaming video and taking snapshots
3. **Stand** with your legs shoulder width apart for balance¹
4. **Brace** elbows by your side to steady the video¹
5. **Share** a snapshots or pause video, then telestrate
6. **Pause** video when moving between locations
7. **Consider** an appropriate tripod for more stability

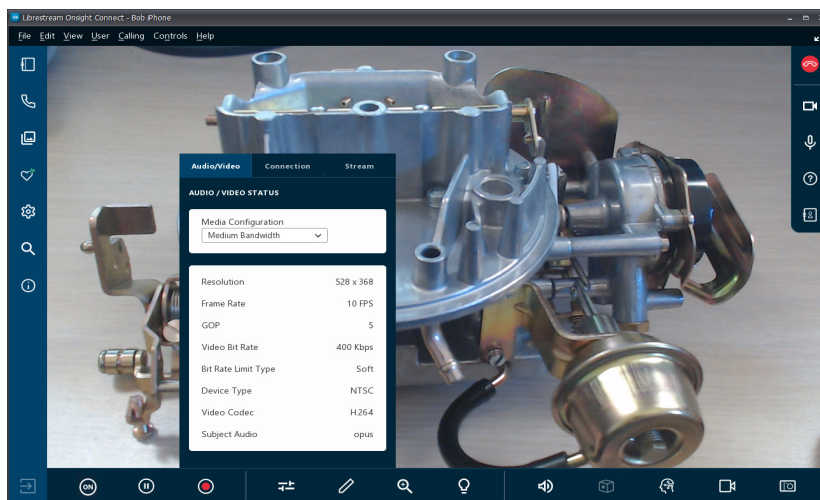


BANDWIDTH

1. On a low bandwidth connection, the transfer of snapshots takes more time.
2. When bandwidth is not sufficient to stream video, high resolution still snapshots can still be shared.
3. Snapshots are always shared at high resolution regardless of the bandwidth.
4. To change the video bandwidth, click Video Settings & Stats button located on the lower-left of the Dashboard to bring up the Audio/Video status screen and click on a lower video option from the list.



Note: A yellow triangle only appears at the top right corner when video quality is affected. Clicking on the triangle will give you an instantaneous bandwidth measure as a guide. Next, select a lower bandwidth setting.



BANDWIDTH TEST

If you are having issues with dropped calls, test the bandwidth.

1. An OnSight Session usually starts at a low setting to help establish the call. Therefore, the video may appear grainy or blurry.
2. To determine if additional bandwidth is available - while in a call, conduct a “**Test Bandwidth**” whether using WIFI or cellular.
3. On a PC, go to the **Tool Bar** at the top > **Calling** > **Test Bandwidth**. This will indicate the bandwidth available each way.
4. Once the Bandwidth Test is complete, note the lowest number reported and do not select **OK**. Instead, return to the **Video Settings & Stats** button to bring up the **Audio/Video** status to select the suggested lower bandwidth number.

