



# Statewide Telehealth Service

## Scopia Desktop User Guide: Basic

Scopia is videoconferencing (VC) and presentation software used in WA Health to connect people for educational, administrative and clinical events.

Due to the variability of network resources, desktop VC is not the first preference for clinical service delivery; however it can be useful where other traditional VC options are not available.

Scopia provides access to capabilities similar to a dedicated hardware VC unit and can be installed on a personal computer, laptop or portable device

Scopia integrates with the WA Health network and is supported technically by the Statewide Telehealth Service (STS).

### Downloading and installing Scopia

Scopia is free to install and can be downloaded from the Scopia portal page (for WA Health and non-Health users) by entering the following address into your internet browser: <http://vc-desktop.health.wa.gov.au>



Click **'download'** to install Scopia.

Click **'run'** and then **'run'** again when prompted to do so.

Click **'install'**.

After installation the Scopia 'Conference Client' icon will appear in the task toolbar (bottom right-hand corner) on your desktop. Double click this to launch Scopia.



**Scopia icon****Web camera and audio equipment**

Before you install Scopia, ensure your computer/laptop has a web camera (webcam) and a device for audio.

**Webcam****Audio headset & microphone combination****Speaker box**

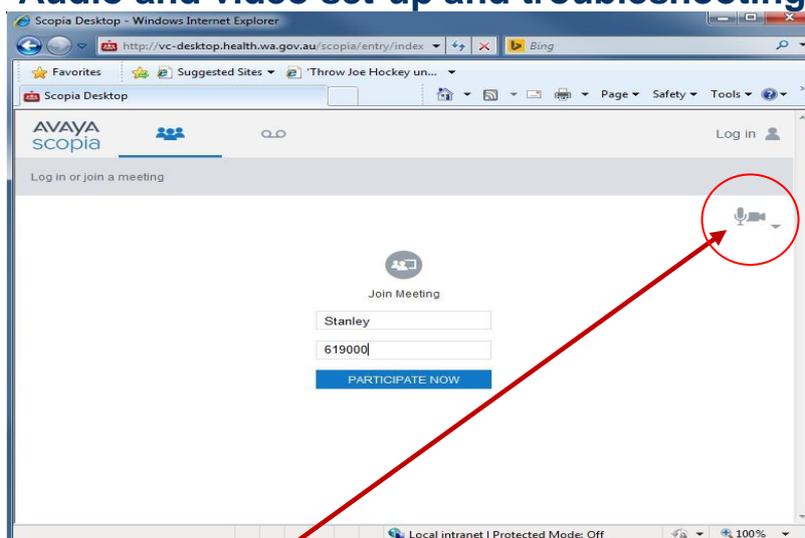
Though your webcam may have a built-in microphone, it is recommended you install a separate headset and microphone combination to ensure better quality audio and to reduce feedback.

A headset and microphone is also useful if you share a work space as it allows for privacy and can be less distracting for others.

A speaker box is another alternative (users need to be mindful of potential privacy issues in a shared office environment). If the microphone and speakers are too close together you may experience 'feedback'.

Webcams and other peripheral devices normally have a manufacturer supplied software driver that allows them to work more effectively with your computer. This software needs to be installed from a manufacturer's disk or website before you install Scopia.

Some WA Health employees may need assistance to install software and hardware. Please refer to your local IT service support or Health Information Network (HIN) for assistance.

**Audio and video set-up and troubleshooting**

On the Scopia portal page, click 'check your audio', make sure the correct audio devices are selected for record and playback. Click 'start audio test' and make sure you can hear an echo of what you speak in to the microphone.

Then click ‘check your video’ and make sure the correct web cam device is selected. Click ‘preview’ to make sure you see your own image.



**Audio device settings**



**Video device settings**

If your audio or video does not work properly, at any time, take the above steps to troubleshoot. Test your Scopia connection at any time by dialling into the **Telehealth Service Desk Test Meeting Room, meeting ID 61900**. This is available to WA Health and non-Health users.

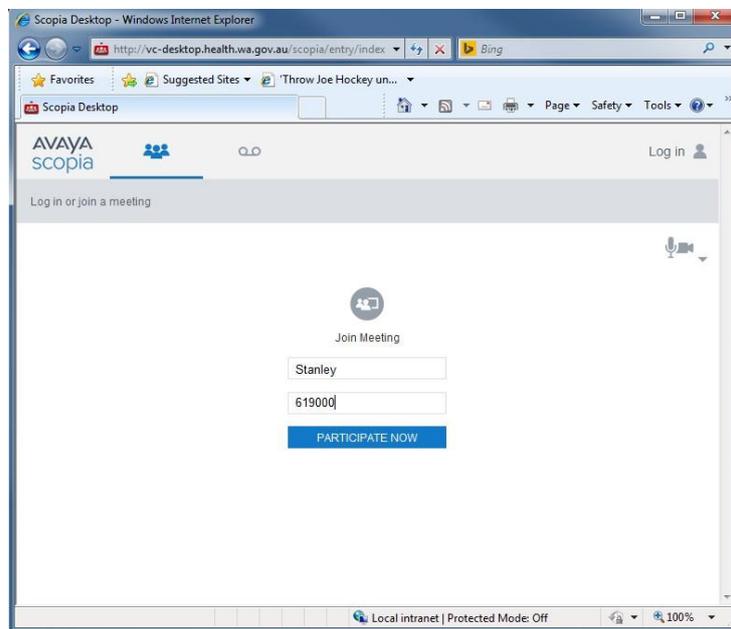
### Connecting to a meeting



Open Scopia by double clicking on the Scopia icon or go to portal page.

Enter ‘your name’, the ‘meeting ID’ provided (dial-in or Virtual Meeting Room (VMR) number), then click ‘participate now’.

Note: the ‘your name’ field is optional but it’s good practice to enter your name or location as this displays on screen to other users in the meeting and helps identify your site.



The same standards of behaviour apply to meetings and consults held via VC as those held face-to-face. There are, however, some additional points to bear in mind such as muting your microphone if you’re not speaking, avoiding wearing ‘noisy’ jewellery such as bangles as this can disrupt the audio. For more information please refer to [Videoconference Etiquette Guidelines](#)

### Using Scopia

The basic layout of the screen will look similar to the image below.

**Current meeting information**



Click to turn your microphone on and off.



Click to turn your speakers on and off. Drag the slider to adjust volume.



Click to disconnect from, or end, the meeting. Note: if you own the virtual meeting room (VMR) and disconnect, you will get a pop-up asking if you wish to leave the meeting; you will also have the option to terminate the meeting and log out all participants.



Type into the 'chat' text box to message other participants. This can be a useful feature if the audio fails. Note: chat is automatically set to 'public' (everyone sees what you type) and can be changed to 'private' (only the person you select sees your message).



Click to clear your chat messages. If you do not want your 'private' messages to become 'public' always clear your chat before you exit the meeting.



Click to change the layout of your screen. It will automatically be set to show as picture in picture (PIP) with your image at the bottom right of the screen (as shown in the basic layout image above).



Click to change where your image on screen is situated.

## References

[VC Hardware and Software Options](#)

[Videoconference Etiquette Guidelines](#)

[Desktop Videoconferencing: Guidelines for Clinical Use](#)

[Clinical Videoconference Security](#)

[Clinical Videoconference Venue](#)

[Virtual Meeting Room \(VMR\)](#)

## Further information and advice

**Website:** (including local telehealth coordinator details)

<http://wachs.hdwa.health.wa.gov.au/index.php?id=9903>

**Phone:** STS Service Desk 1300 367 166

**Email:** [Servicedesk.Telehealth@health.wa.gov.au](mailto:Servicedesk.Telehealth@health.wa.gov.au)