

The AFHCANcart **Video Call** feature allows providers to make a Vidyo call from inside an AFHCANcart case.

To use the Video Call feature you will need an AFHCAN user account and a Vidyo-equipped AFHCANcart.

Step 1: Add Video Call to case

Once a case has been created or opened, the Video Call Button can be found in the bottom right corner of the Add to Case screen.

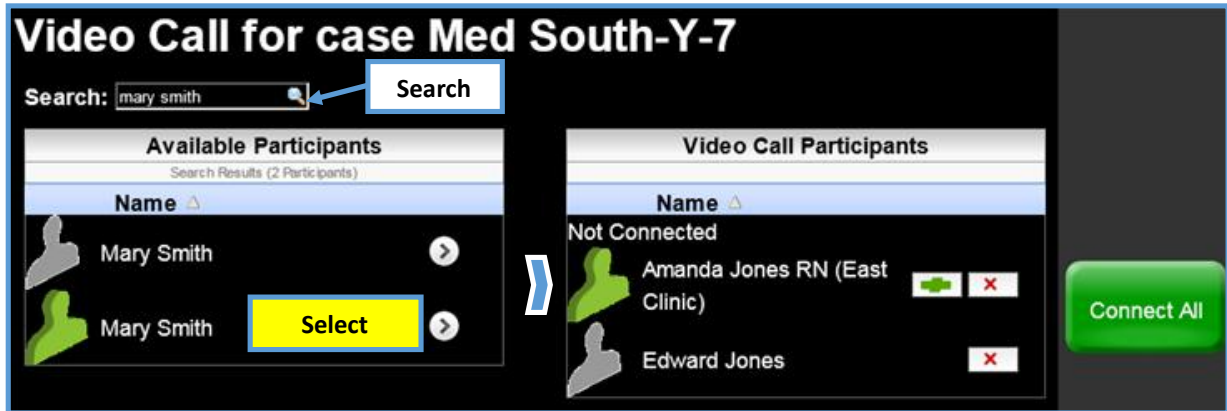


Click the Video Call Button to setup your Vidyo Call.

Note: Your Vidyo-equipped AFHCANcart is set up with it's own Vidyo profile. You will not need to use your individual Vidyo account to make a Vidyo call.

Step 2: Add Participants to Call

Search and select participants to be added to the case video teleconference call.



Vidyo user availability will be indicated with one of three icons:

Icon

User Vidyo Status



Logged in



Logged in and busy



Offline

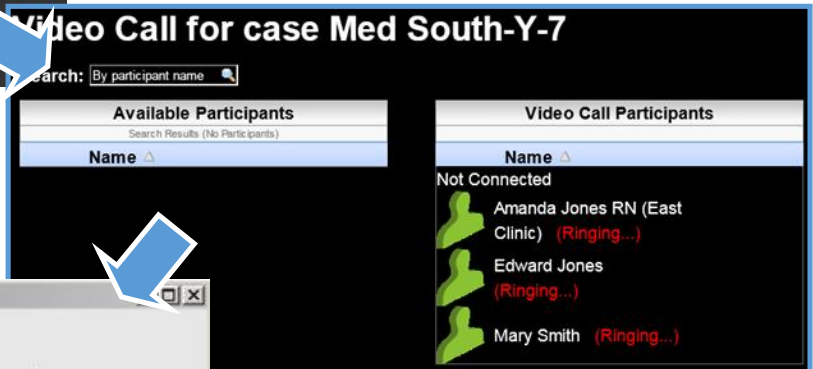
Note: You can add participants who are not logged in or who are busy, but that **does not** mean that they will be able to connect to your call.

Step 3: Connect Call



Once participants are added to the list, select the "Connect All" button to start the call.

Vidyo will call all available participants (including you) on behalf of the case.



Click answer to begin Vidyo





Note: You must answer to join the case call with the other participants.

Step 4: Manage Participants



During a call you can:

Add additional participants (see step 2)

-  Connect added participants
-  Disconnect participants
-  Remove participant from list
-  End Call

Helpful Hints

Switcher:

Use the Switcher drop down at the top of the screen to switch between your AFHCAN case and the active Vidyo Call.

Call Logs:

AFHCAN will automatically add a log of your call including time and date, call duration, and call participants. Note: Call log will only appear with two or more participants have joined the call.



Note: You can also access Vidyo from the home screen. However, this will not associate the call with an AFHCAN case.

