

Vision Telehealth Platform

USER GUIDE



Powerful clinical telehealth video conference system for medical professionals.

This guide equips staff with essential instructions for effectively using the Vision telehealth platform. It covers everything from setting up and managing Virtual Meeting Rooms and user roles to conducting telehealth consultations, stethoscope examinations and troubleshooting common issues, ensuring a seamless experience for clinicians and patients alike.

Getting Started

Vision allows healthcare professionals to conduct detailed clinical consultations with doctors and specialists wherever they are needed. The platform supports multiple medical devices simultaneously, enabling real-time results to be visible on-screen to all participants in a call. This data can be securely stored, shared, and integrated into patient records, enhancing remote patient outcomes and facilitating collaboration among healthcare teams.

You can access the platform via the Visionflex website:
www.visionflex.com

Use your email address to log in by clicking **Join Meeting**, then **Sign In** and, **Go To Dashboard**.

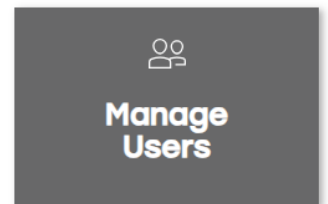
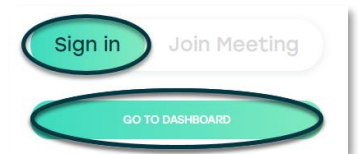
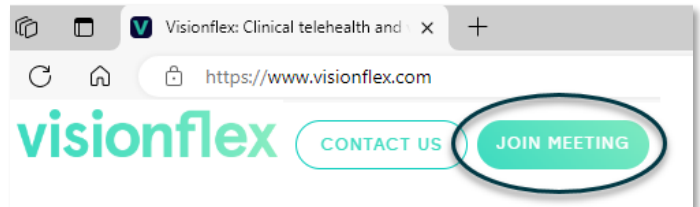
Don't know if you have an account? Contact your telehealth champion. Or click **Forgot Password?** to receive an email with instructions for resetting your password.

Visionflex support is here to help at [visionflex.com/support](https://www.visionflex.com/support)
support@visionflex.com or call **+61 2 8914 4000**.

Once logged in, **admins** can navigate to the **Manage Users** section to view all user accounts in your organisation.

This is where **admins** can:

- Add or update user accounts.
- Set passwords or send password reset links to users.
- Assign roles such as "Admin" or "Host".
- Configure users' Virtual Meeting Room (VMR) titles and other details as needed.



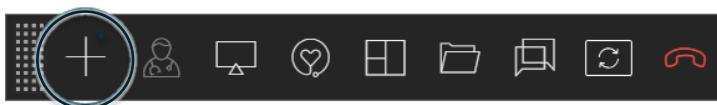
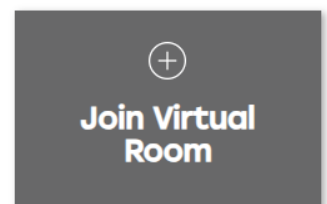
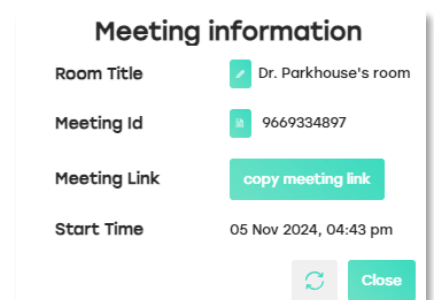
Using your Virtual Meeting Room

Each Vision account has its own **Virtual Meeting Room (VMR)** with a unique, permanent link and meeting ID, allowing participants to join repeatedly without a new link each time.

With on-demand accessibility, VMRs also allow you to initiate spontaneous or urgent consultations whenever they are needed.

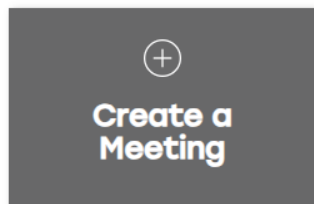
Click **Join Virtual Room** from the Vision dashboard to go straight into your VMR.

You can then send an invite link directly to a participant's email address by simply clicking **+** then **Add Guest(s)**.



Scheduling a Meeting using Vision

Invitations can be sent for scheduled meetings by clicking **Create a Meeting** from the dashboard.



Specify the **Title**, and optional **Description**, **Date**, **Time** and, **Duration**.

Add your account and any other Vision accounts as **Registered Users**.

Enter the email address of the **Guests** or remote participants. Press [Enter] after each email address.

Tick **Invite to Virtual Room** to use the dedicated VMR Meeting ID.

Click **Go** to send the invite.

From the invite summary page, you can:

Edit the meeting.

Copy the meeting link.

Join the Room to start the meeting early.

Delete the meeting.

Title *

Wound review with Mr Allen

Description

Invitation Description

Start Time *

01 July 2025 - 01:30 PM

Duration

Duration set to 30 minutes

☐ Open Outlook Invite

Registered Users

Registered Nurse x Mike Harman x

Guests

drangela@fakeemail.com x mrs_allen@gmail.com x specialist@dermo.org.au x

Show Calendar

☒ Invite to Virtual Room

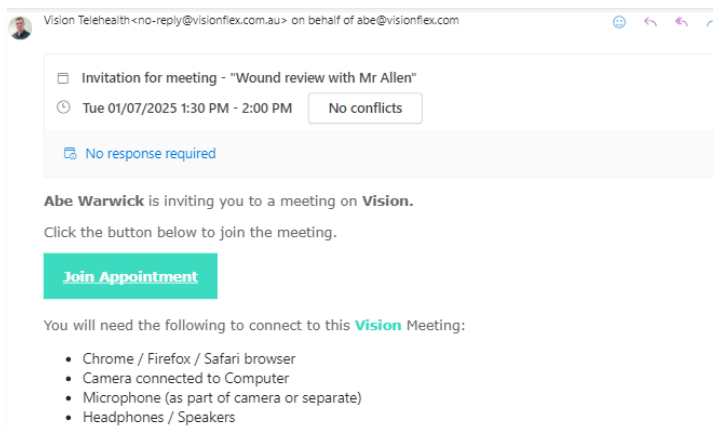
Go

Invite Summary

Room Title	Wound review with Mr Allen	Status	Scheduled
Created by	Abe Warwick		
Registered Guests	Abe Warwick		
Guests	drangela@fakeemail.com, mrs_allen@gmail.com, specialist@dermo.org.au		
Start Time	01 Jul 2025, 01:30 pm		
Created	05 Nov 2024, 03:59 pm		
Duration	0 hours 30 minutes		
Link	copy meeting link		
Join Room		Delete Meeting	

Recipients will receive an email invitation with a link to **Join the Meeting**.

Guest participants don't need an account or any special software to join the meeting. They can join from any PC or Mac that has a modern web browser, microphone, speaker and camera.



Conducting a Virtual Care Consultation

The first time you join a Vision call you will need to **Allow** the microphone and camera permissions.

To troubleshoot browser permissions issues, you can click on the **pad lock icon** and open the **Permissions for this page** settings to **Reset Permissions**.

Your microphone is working if you can see the **volume indicator** move beneath your image.

Select the front-facing **Integrated Webcam** and the **Jabra Speakerphone** as your video and audio inputs.

If there is sensitive information visible behind you, consider using the **Background Blur** feature.

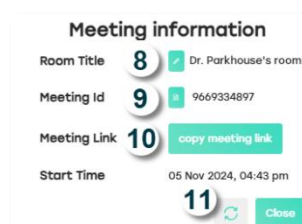
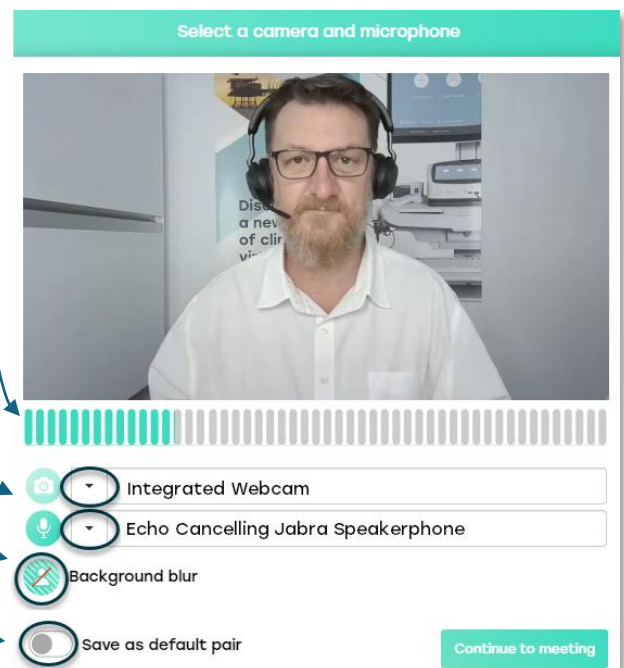
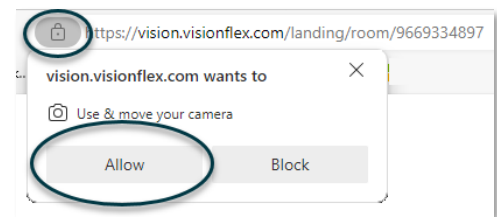
You can set your camera and microphone pair to **Save as default pair** for next time.

Ensure that your headset or speaker is active by right-clicking the volume icon near the system clock and opening **Sound Settings**. Your speaker will chime when you click the volume slider.

Press **Continue to Meeting** to begin.

There are controls in your video window to:

1. Mute and unmute your **microphone**.
2. Turn your **camera** on and off.
3. Take a **snapshot** of this video window and save it into the session library.
4. **Flip** this video window. This is useful for clinical video feeds of medical cameras.
5. Open the **Camera and Microphone Selection** window (including the **Blur** toggle).
6. The **green line** at the bottom of each window shows who is speaking. This can also help you see if your microphone is working.
7. The **virtual room name** is displayed at the top of the screen. Click here to open the **Meeting information** window.
8. You can edit the **title** of your VMR.
9. Copy the **Meeting ID**.
10. Copy the **Meeting link**.
11. Use the VMR **refresh button** between sessions to clear all participants, chat and media library content and restart the VMR.



Hover over a video window to reveal the **options** button. The **Second Monitor** button will display the selected video container on your second screen for clear uncluttered communication between the doctor and patient.

12. You can add additional **video sources** such as connected cameras and mounted cameras.
13. If the [ProEX clinical software](#) is installed you can start and share it with all participants.
14. You can **Screenshare** a window, a browser tab, or your entire screen with the meeting participants.
15. The **TrueSteth** tool is used in conjunction with your digital stethoscope to transmit clear audio to the far-end doctor.
16. Change the **Layout** of your participant and video feed windows.
As a host, hold SHIFT and click to **force** everyone to your **layout**. This is useful to draw attention to a particular video feed or participant.
17. Access the **Library** to collaborate over captured screenshots, blank canvas and uploaded images with annotation and drawing tools. **Save** documents and images to PDF to share with the participants.
18. Open the **Chat** window to write messages to the participants.
19. **Refresh** your video and audio feed if participants can't see or hear you properly.
20. **Leave the call** or **End the call for all** participants.



Collaborating and Telestrating in the Media Library

The **screenshot capture button** in each video window will save a temporary snapshot in the **Media Library**.

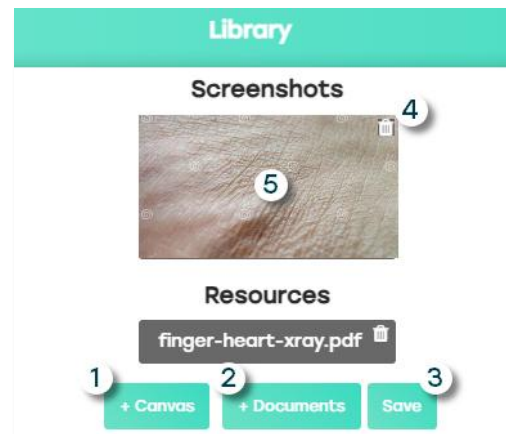
Access the **Media Library** from the toolbar to view captured snapshots, whiteboards and uploaded files.

1. Create and open a **blank canvas**.
2. Share a **document** to the library.
3. Select the files which you want to **save** to your computer.
4. **Delete** an image or file.
5. Click the thumbnail of an image to open it for all participants in **Telestration** mode.

Telestrations allows multiple Vision participants to annotate an image or a blank canvas and collaborate with ease. The annotations can be created by any participant in the call to assist in the treatment of the patient.

Use the **Telestration toolbar** to interact with the image.

6. Select a **paint brush** colour to mark up the canvas or image.
7. Add a **shape**.
8. Select and **resize** a section of the image.
9. **Delete** the image.
10. Add **text**.
11. **Save** the image to your PC.
12. **Close** the Telestration canvas.



Conducting a Stethoscope Exam with TrueSteth

TrueSteth allows the transmission of heart, lung, and body sounds from a Digital Stethoscope over telehealth. The remote physician can control the filters and the gain of the stethoscope to assist with diagnosis.

To carry out a TrueSteth examination, first connect the digital stethoscope via USB. The Stethoscope is seen by Windows as a Microphone. Check the Audio Settings by right-clicking the Windows volume icon and opening **Sound Settings** to ensure that the **volume** of the **ri-sonic PCP-USB Stethoscope** set to around 80%.

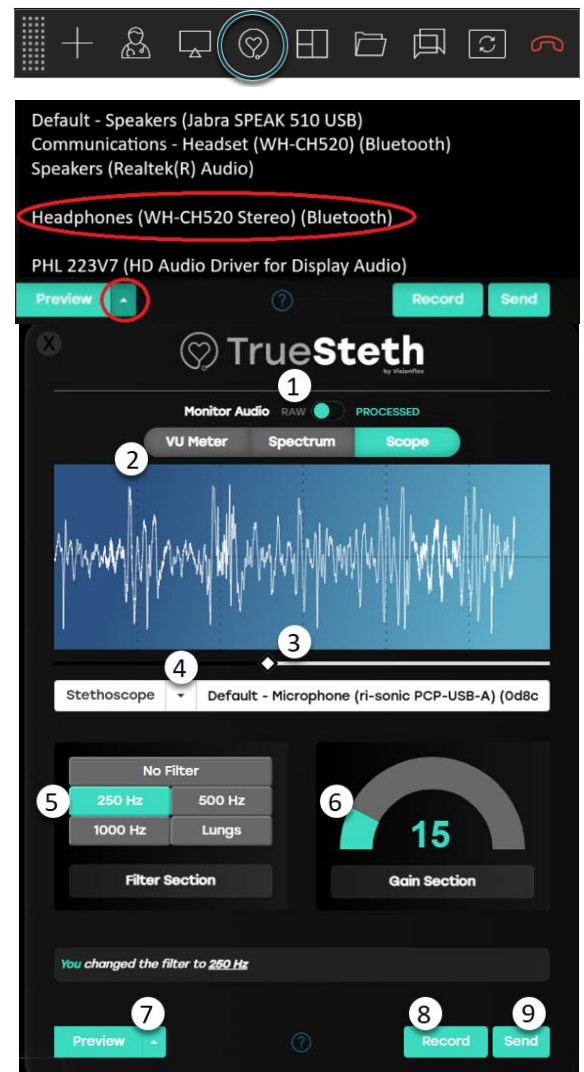


Your Stethoscope came with ‘over ear’ headphones to get the best audio quality during the stethoscope examination. If headphones are not used, feedback can be an issue, and some audio indicators will be difficult to detect. **Turn them on** by pressing the centre button of the 3 raised buttons on the headphones.

TrueSteth is accessed via the Vision Telehealth toolbar.

Select your headphones by clicking the ^ up arrow next **Preview** and select the **Headphones** device. Not “headset”.

1. You can switch between **Processed** audio and the **Raw**, unfiltered audio from the stethoscope.
2. Select the graphical display mode to view **VU Meter** for amplitude, **Spectrum** for the frequency range and **Scope** for a progressive audio trace.
3. Drag the diamond to extend or reduce the **time base**.
4. Drop down to **choose the audio device** to use as a stethoscope. It should be **ri-sonic PCP-USB-A**
5. **Filters** are selected based on the type of examination. 250Hz and 500Hz low frequency for heart sounds, 1000 Hz for heart valve clicks, body and lung sounds. The Lungs setting filters out low frequencies to focus on the lungs.
6. Adjust the **Gain** of the stethoscope to amplify audio. Avoid over-amplifying where the scope shows “clipping”.
7. Click ^ to select the Headphones for Stethoscope audio output. **Preview / Mute** to start and stop the audio.
8. **Record** the audio stream. When you stop the recording, it will be downloaded as a .wav file to Downloads folder on the computer.
9. Once the stethoscope is connected and you have verified the volume, you can **Send** an invitation to other participants in the telehealth call to view the TrueSteth application and hear the audio feed. When the participants ‘accept’ the invite message on their screens they will see the TrueSteth application and have full control of the stethoscope and the options listed above.

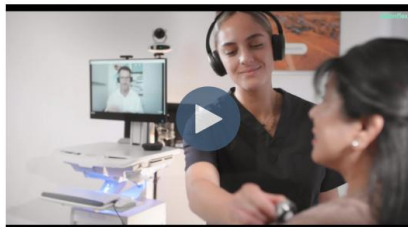


Support and Training

Head to visionflex.com/support to log a support ticket, view video guides, manuals or book a training session.

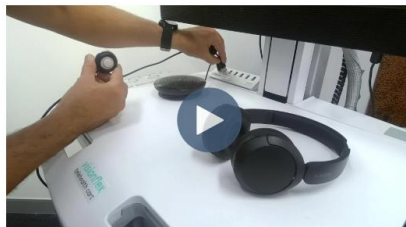
VIDEO GUIDES

Getting to know your Telehealth Cart



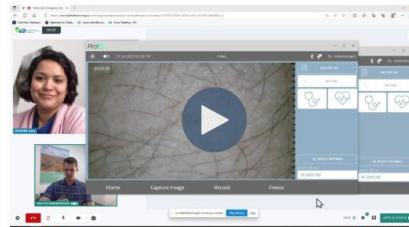
Stethoscope over Vision - RNK

Using TrueSteth on Vision to conduct a stethoscope examination over telehealth. With the RNK PCP-USB stethoscope.



VVED and Health Direct with ProEX

Using the Victorian Virtual ED and Health Direct along with the ProEX software for clinical examinations over telehealth. [\[User Guide\]](#)

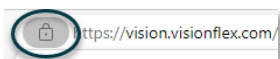


Troubleshooting

📶 Experiencing call issues?

Issues joining a Vision call for the first time? Just refresh your browser. Sometimes the permissions need a refresh.

To troubleshoot browser permissions issues, click on the **pad lock icon** in the address bar and open the **Permissions for this page** to **Reset Permissions**.



Hearing an echo? Use the same device for input and output. Try using a headset if the echo persists.

If others complain they can no longer see or hear you properly use the **refresh button** in the Vision toolbar to reset your connection.

Run a pre-call test from <https://tokbox.com/developer/tools/precall/> to check your bandwidth and network settings.

🔊 Can't hear others?

If the green line moves below the participant video feed, their mic is working properly. The problem is on your end of the call.

Click the small **settings icon** in your video window and ensure your speaker is correct. Use the "set as default pair" toggle to save.

Check if your speakerphone or headset is connected, powered on and not muted.

Check your volume and device settings by clicking the speaker icon down near the system clock.

Reconnect your device then refresh the browser.



👂 Stethoscope Audio issues?

Ensure the stethoscope is plugged in **and** your headphones are connected **before** opening TrueSteth.

Check your audio volume levels by right-clicking the speaker icon near the system clock and selecting **sound settings**.

Check that the ri-sonic PCP-USB **input** is set to 80%.

Check that the headphones **output** is high enough.



🗣️ Others can't hear you?

If the green line moves below your video feed, your mic is working properly. The problem may be on the other participants end of the call.

Check that the correct microphone is selected in Vision. Click the small **settings icon** in your video window. Use the "set as default pair" toggle to save.

Check if your speakerphone or headset is connected, powered on and not muted.

Check your volume and device settings by right-clicking the speaker icon near the system clock and selecting **sound settings**.

Reconnect your device then refresh the browser.



📹 Others can't see you?

Check that the correct camera is selected in Vision. Click the small **settings icon** in your video window. Use the "set as default pair" toggle to save.

Check that your camera is not in "privacy" mode. Is there a shutter covering your camera?

Unplug and reconnect your webcam. Then refresh your browser.

Contact Visionflex technical support

visionflex

After Sales and Technical Support

Phone: +61 2 8914 4000

Email: support@visionflex.com

