

# Vision Virtual Care Platform

## USER GUIDE



Powerful clinical virtual care video conference system for medical professionals.

This guide equips staff with essential instructions for effectively using the Vision virtual care platform. It covers everything from setting up and managing Virtual Meeting Rooms and user roles to conducting virtual care 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](http://www.visionflex.com)



Click **Join Meeting**, log in with your email address and click **Sign in**.

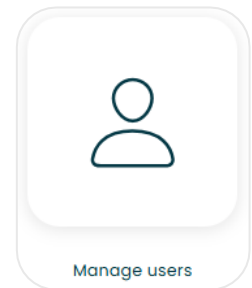
Don't know if you have an account? Contact your telehealth champion. Or click **Forgot Password?** to receive an email with instructions for resetting your password.

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

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.



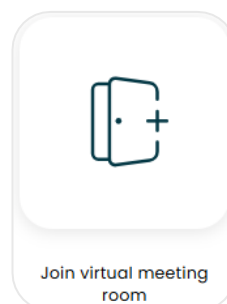
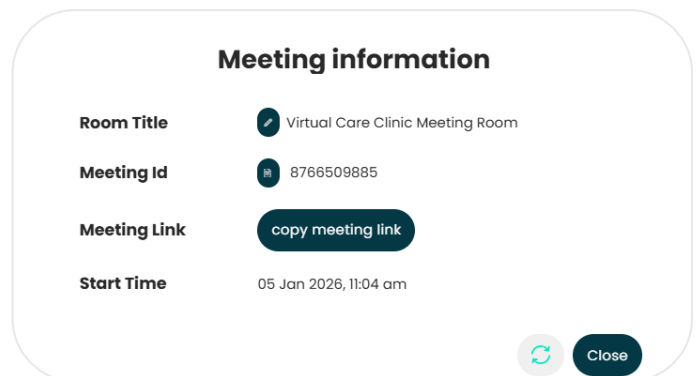
## Using your Virtual Meeting Room

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. **Guests** don't need any software or even a Vision account to join.

Click **Join Virtual Meeting 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 **+ Add** then **Add Guest(s)**.

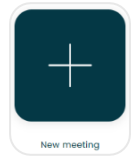


## Scheduling a Meeting using Vision

Invitations can be sent for scheduled meetings by clicking **New 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 **Book Meeting** to send the invite.

Invite to Virtual Room

<p><b>TITLE*</b></p> <input type="text" value="Wound review with Mr Allen"/>	<p><b>START TIME*</b></p> <input type="text" value="20 February 2026 - 03:00 PM"/> <p style="text-align: right;"><input type="button" value="SCHEDULE FOR NOW"/></p>
<p><b>DESCRIPTION</b></p> <div style="border: 1px solid #ccc; height: 40px; padding: 2px;">             Invitation Description           </div>	<p><b>DURATION</b></p> <p>Duration set to 30 minutes</p> <p><input type="radio"/> OPEN OUTLOOK INVITE</p>
<p><b>REGISTERED USERS</b></p> <div style="border: 1px solid #ccc; padding: 2px;"> <input type="button" value="x"/> Abe Warwick <input type="button" value="x"/> </div>	
<p><b>GUESTS</b></p> <div style="border: 1px solid #ccc; padding: 2px;"> <input type="button" value="x"/> specialist@demo.com <input type="button" value="x"/> doctor@demo.com <input type="button" value="x"/> patient@demo.com <input type="button" value="x"/> </div> <p style="font-size: 8px;">Enter a tab, comma or semicolon separated list of valid email addresses</p>	
<p><input checked="" type="checkbox"/> INVITE TO VIRTUAL ROOM</p> <p><input type="button" value="BOOK MEETING"/> <input type="button" value="SHOW CALENDAR"/></p>	

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.**

**Invite Summary**

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<b>Room Title</b>	Wound review with Mr Allen	<b>Status</b>	Scheduled
<b>Room Description</b>	<i>(no description)</i>		
<b>Created by</b>	Vijay Panjwani		
<b>Registered Guests</b>	Vijay Panjwani		
<b>Guests</b>	specialist@demo.com, doctor@demo.com, patient@demo.com		
<b>Start Time</b>	15 Jan 2026, 11:00 am		
<b>Created</b>	05 Jan 2026, 11:42 am		
<b>Duration</b>	0 hours 30 minutes		
<b>Link</b>	<input type="button" value="copy meeting link"/>		

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Join Room

Delete Meeting

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

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

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Hi there

**Vijay Panjwani** ([vpanjwani@visionflex.com](mailto:vpanjwani@visionflex.com)) is inviting you to a scheduled virtual care meeting on Vision Home.

**Meeting title:** Wound review with Mr Allen  
**When:** Thu 15 January 2026 12:00 AM-12:30 AM

## 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.

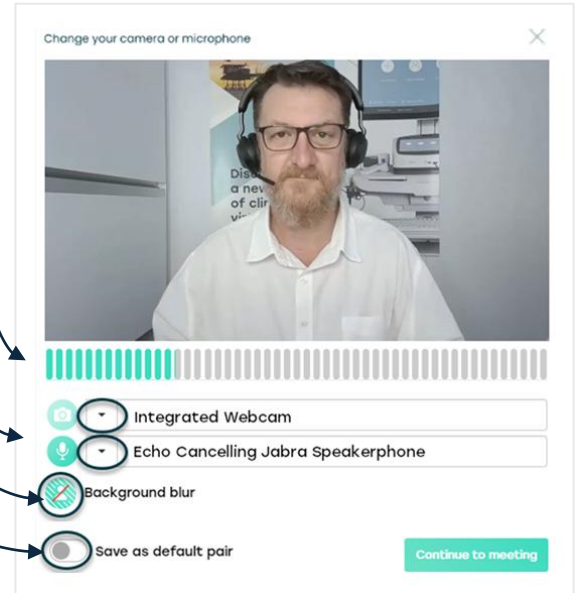
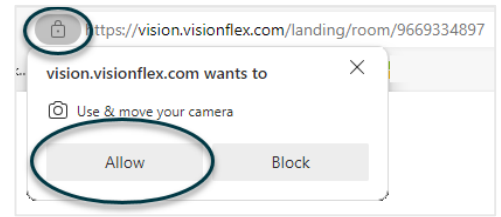
Select the front-facing **integrated webcam** and the **jabra speakerphone** as your video and audio inputs.

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.

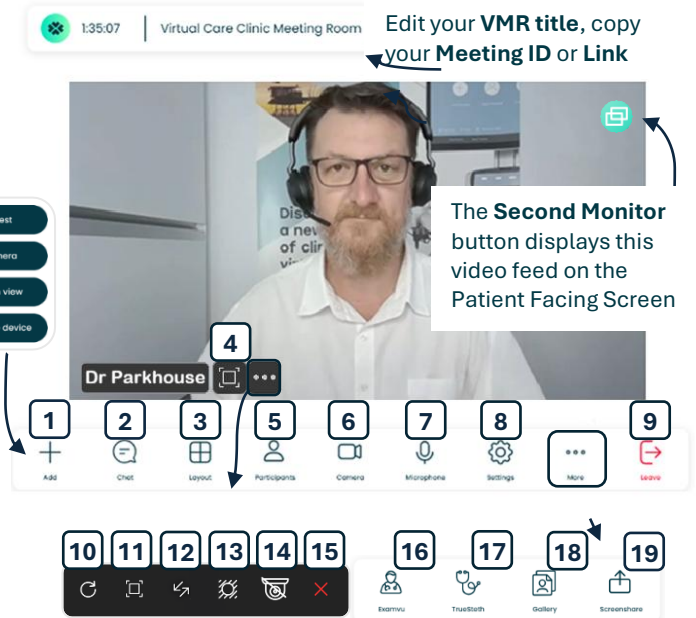
Ensure that your headset or speaker is active by right-clicking the volume icon near the system clock and opening **sound settings**. Your speaker will chime when you click the volume slider.

Press **continue to meeting** to begin.




## Virtual Care Call Controls

1. Add **guests** and add **video sources** such as USB and network **cameras**.
2. Open the **chat** window to write to other participants.
3. Change the **layout** of your feed windows. As a host, hold **SHIFT** to force your layout onto everyone.
4. Take a **snapshot** of this window and save it into the session library.
5. **Invite** and **admit** participants from the lobby.
6. Toggle your **camera** on and off.
7. Toggle your **microphone** on and off.
8. Open the camera and audio device selection **settings**.
9. **Exit** the meeting. If you're a host, you can **end for all**.
10. **Refresh** your video and audio feed if participants can't see or hear you properly.
11. Take a **snapshot** and save it into the session library.
12. **Flip** this video window. This is useful for clinical video feeds of medical cameras.
13. Turn on **background blur**. Consider using this if there is sensitive information visible behind you.
14. Unlock the movement controls for your **pan-tilt-zoom** camera so other participants can reposition it.
15. **Remove** this video container from the call.
16. Start and share the **ProEX** clinical software to stream the data from connected clinical peripherals.
17. The **TrueSteth** tool is used in with your digital **stethoscope** to transmit clinical audio to the far-end doctor.
18. Open the **gallery** tool to view, edit and save **snapshots**, whiteboard and markup PDFs.
19. You can **screenshare** a window, a browser tab, or your entire screen with the meeting participants.

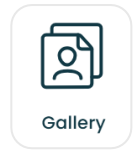


## Working with Clinical Images and Collaborating in the Gallery

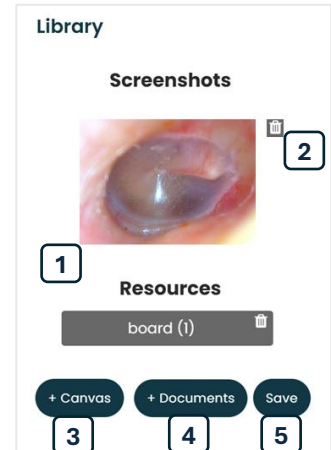
Click the **snapshot** button  during a call to capture a temporary snapshot in the Media Library.

Access the gallery from the toolbar by clicking **More ...** and then selecting **Gallery**.

Here, you can view captured snapshots, whiteboards and uploaded files. Annotate and collaborate with other participants in the call to assist in the treatment of the patient.



1. Select a **screenshot** or a **resources** item to open for all participants in whiteboard **telestration** mode.
2. **Delete** an image or file.
3. Create and open a **blank canvas**.
4. Upload a **document** to the library.
5. Select the files which you want to **save** to your computer.
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. **Move** selection.
10. **Erase or remove** mark ups.
11. **Delete** the image.
12. Add **text**.
13. **Open** an image from your PC.
14. **Undo/redo** edits.

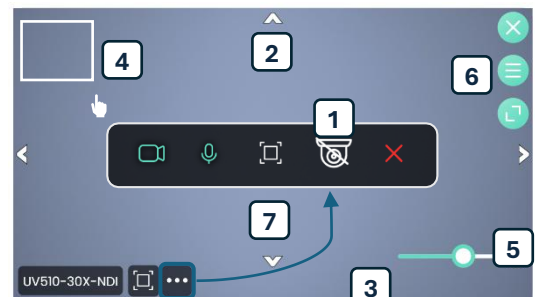


## Use a second “Patient Facing” Monitor and Camera

Your second screen can act as a **Patient Facing Monitor** to allow a face-to-face consult with the far-end doctor. Send any participant or video container in the call to your second monitor by clicking the **Second Monitor** button in the video call.

Click the **+ Add** button in the toolbar and **Add camera** to bring the **patient-facing-camera** into the call. Select the **UVC Camera** from the list of cameras and click **Continue to Meeting**.

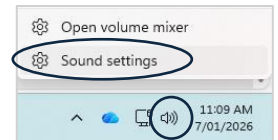
1. **Enable the camera controls** to move and zoom the camera.
2. Use the **arrows** or click anywhere to move the camera.
3. Use the **slider** to zoom in and out.
4. Click and drag diagonally to draw a rectangle and the camera will **zoom** and **centre** on that location.
5. Press to **return** the camera to its “home” position.
6. Click to set and use the **memory** pre-set positions.
7. Take a **screenshot** and save it in the **Gallery**.



# 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.

**Audio settings guide:** Use the [Pre Session Checklist](#) to confirm your microphone and speaker settings are correct before starting your session. Find it on [visionflex.com/support](https://visionflex.com/support).

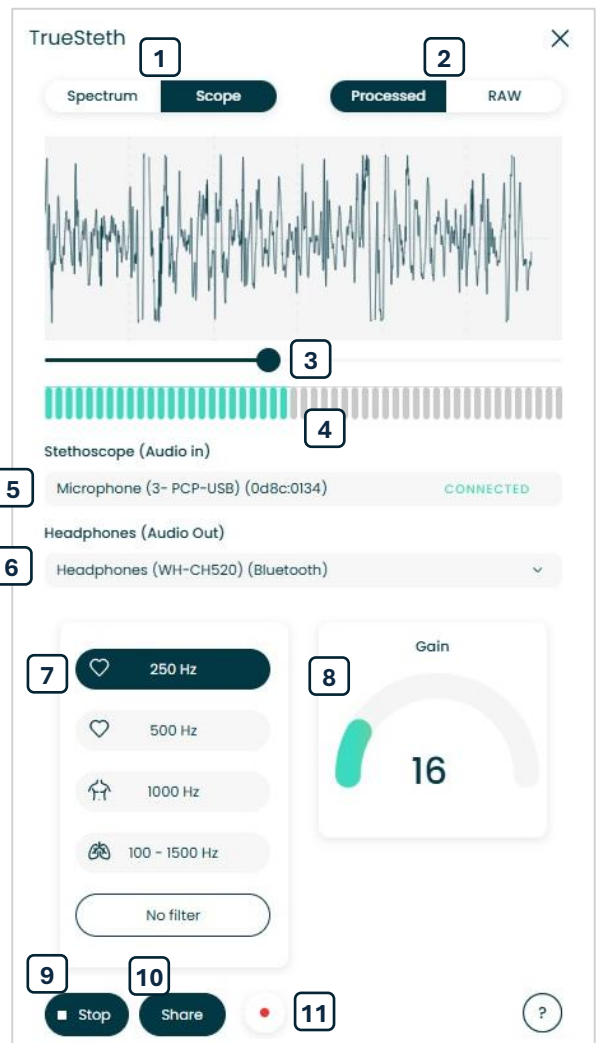


To carry out a TrueSteth examination, first connect the digital stethoscope via USB. The Stethoscope is seen by Windows as a Microphone. Check the Audio Settings by right-clicking the Windows volume icon and opening **Sound Settings** to ensure that the **volume** of the **ri-sonic PCP-USB Stethoscope**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



1. Select the graphical display mode to switch between the **Spectrum** for the frequency range and **Scope** for a progressive audio trace.
2. Switch between **rocessed** audio and the **Raw**, unfiltered audio from the stethoscope.
3. Drag the diamond to extend or reduce the **time base**.
4. Volume meter shows the **amplitude** of the audio.
5. Drop down to select the **stethoscope** for Audio In.
6. Drop down to choose the **headphones** for Audio Out. If they aren't listed, power them on then reload TrueSteth.
7. **Filters** are selected based on the type of examination. 250Hz and 500Hz low frequency for heart sounds, 1000 Hz for heart valve clicks, and body sounds and a wide filter to focus on lungs and airway.
8. Adjust the **Gain** of the stethoscope to amplify audio. Avoid over-amplifying where the scope shows “clipping”.
9. Start / Stop the audio feed on your end.
10. Once the stethoscope is connected and you have verified the volume, you can **Share** 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.
11. **Record** the audio stream. When you **Stop** the recording, it will be downloaded as a .wav file to Downloads folder on the computer.

# Troubleshooting, support and training

For assistance, contact your IT, your digital health champion, or Visionflex support.


Head to [visionflex.com/support](https://visionflex.com/support) to [log a support ticket](#), [view videos, guides, manuals](#) or [book a training session](#).

## Call quality 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.

## Others can't see you?

Check that the correct camera is selected in Vision. Click the  settings icon in in the toolbar. 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.



## 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 **PCP-USB input** is set to 80%.

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


Reconnect your device then refresh the browser.

## Audio issues?

Run through our [Pre Session Audio Checklist](#) on the [visionflex.com/support](https://visionflex.com/support) page before each call.

## 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  settings icon in in the toolbar 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.

## 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  settings icon in in the toolbar. 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**.

### Contact Visionflex technical support

**visionflex**

After Sales and Technical Support

Phone: +61 2 8914 4000

Email: [support@visionflex.com](mailto:support@visionflex.com)

