WA Country Health Service
Department of **Regional Development**

GOVERNMENT OF
WESTERN AUSTRALIA

ROYALTIES
FOR REGIONS

Statewide Telehealth Service

Scopia Desktop User Guide

Introduction

Scopia Desktop is a videoconferencing (VC) application used in WA Health for educational, administrative and clinical events. It can be installed on a personal computer, laptop and/or a mobile device.

Things to know and do before a Videoconference:

- ☑ Install and test Scopia before your meeting.
- ☑ To join a meeting using Scopia you will require a Meeting ID. This should be provided to you by the meeting organiser.

What is required?

Before you install Scopia, ensure your computer/laptop has the following:

Video: A web camera (webcam)

Audio: A headset and a microphone or soundbar. Your webcam may have an inbuilt microphone however, a separate headset and microphone combination delivers better quality audio and reduces feedback.

Please note that Webcams and other peripheral devices have a manufacturer supplied software driver that must be installed before you install Scopia.
If you need assistance to install this software, please refer to your local ICT Support or Health Support Services (HSS) service desk.

Downloading and installing Scopia

- In Internet Explorer, navigate to http://vc-desktop.health.wa.gov.au
- Click '**Download'** to install Scopia Client.
- Click '**Run'** and then '**Run'** again when prompted to do so.
- Click '**Install'**.

After installation, close the browser page. The Scopia Icon 'Conference Client' will now be located on the toolbar (bottom right-hand corner) on your desktop. Double click this to launch Scopia.
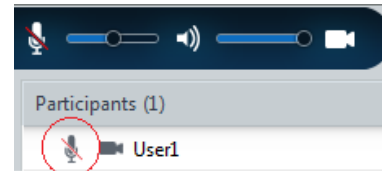

Test Scopia

- Make sure the correct audio devices are selected for record and playback. You may need to uncheck the "*Automatically select the best device*". *Click 'Start audio test'* and make sure you can hear an echo of your voice in the microphone.

- Use Telehealth Service Desk Test Meeting ID: **619000**
- Click Participate now
- Call Telehealth Service Desk on 1300 367 166.
  A Telehealth Service Desk officer will join in to conduct an audio and video test. Service Desk operating hours are 7:30 AM – 5:00 PM AWST.
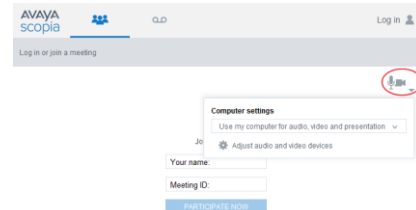
Troubleshooting

- **Conference Client icon does not launch Scopia**

Right click on the icon and choose **Settings**
Under **Server URL**, paste this link http://vc-desktop.health.wa.gov.au

- **The other participant is unable to hear me**

On the top left of the Scopia Window, A red link through the microphone indicates that your microphone is on muted. Click on the microphone symbol to unmute.

- **I cannot hear the other participants**

Ensure that the volume of your speaker is turned up. It can be located on the bottom right corner of your screen.
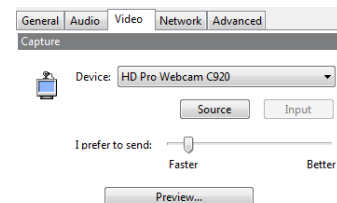
- **Other issues**

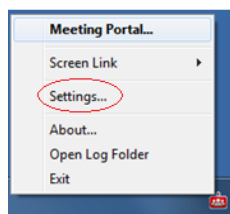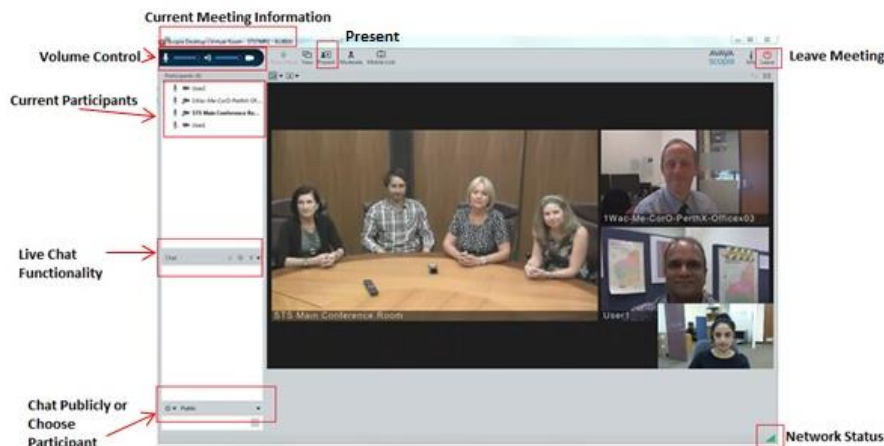On the Scopia portal page, click "Adjust audio and video devices"

✓ '

✓ 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.

Basic Functions

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

References

Videoconferencing Equipment Recommendations Based on Venues

Videoconference Etiquette Guidelines

Desktop Videoconferencing: Guidelines for Clinical Use

Clinical Videoconference Security

Clinical Videoconference Venue

Virtual Meeting Room (VMR)

Further information and advice

Website: Statewide Telehealth Service
Phone: STS Service Desk 1300 367 166 / 07:30AM – 5:00PM Monday - Friday
Email: Servicedesk.Telehealth@health.wa.gov.au