



email vc.support@nhs.scot telephone 01224 816 666

## Near Me: Group Calls – Service Provider Basics v.2.2 (Sept 24)

×

Admit All

People

Callers

FF Franken Furte

DB Dino Baby

SH So Happy

Main call (1) ^

A Mac Coyle (You MC Service provider

INTIS SCOURING	Group Consultations	Launch call	
itatus 🍸	Caller	Telephone	Waiting Area hours
aiting (6 min)	<ul> <li>Franken Furter 01/01/2001</li> </ul>	01224816666	12:00 AM to 12:00 AM Monday, Tuesday, Wednesday, Thursday, Friday, Saturday, Sunday
aiting (1 min)	<ul> <li>Dino Baby 02/02/2002</li> </ul>	01224816666	London (Europe) (UTC +1) Test My equipment
aiting (0 min)	<ul> <li>So Happy 03/03/2003</li> </ul>	01224816666	Test My equipment
			Waiting Area link

If you have a choice of Waiting Areas, you'll see Group Consultation ones clearly labelled.

You cannot enter into a group call before you have callers\* in your call queue. Once you do, click Launch call to start the session.

\*To join other service providers before your callers arrive, all that's required is one of you using the Waiting Area's caller link on a smartphone. As soon as it's seen in the queue, you can launch the call.

On entering, you'll receive a self-view and a list of your callers in the lobby area, to the right.

You can admit individual callers by clicking the  $\square$  by their name or drop unwanted callers with the  $\boxtimes$ .

Click Admit All to let all callers in at once.

On entry, all callers' microphones will be muted.



If callers arrive once you've begun your session, you'll see an on-screen notification and they'll appear in the lobby. If you've closed the right-hand pane, their arrival is indicated by a red dot on the People button.

Although you can see your callers' full names, default Waiting Area settings only allow a caller to see other callers' initials.

You can mute a caller's camera or microphone through the three dots in that caller's video tile or in the Callers pane. For their privacy, you cannot remotely unmute.

There are more detailed guides including a video guide on the <u>NVCS website</u>.