eNcounterView® for iOS
User Manual

Legal

While GlobalMedia Group, LLC. (GlobalMed) and its divisions make every effort to ensure that the information contained on our website and product literature is accurate, GlobalMed takes no responsibility for incorrect, outdated, or otherwise inaccurate information. GlobalMed is not responsible for typographical errors or omissions and shall not be liable for any incidental or consequential damages caused directly or indirectly from anything on any GlobalMed website or within product literature. Our products are not meant to diagnose, cure or prevent any disease.

No license to any intellectual property rights is granted by this document, whether express or implied, by estoppel or otherwise.

One or more GlobalMed products are covered under U.S. Patent(s) with other patents pending. Any testimonials contained within any GlobalMed website or document are individual cases and do not guarantee that you will get the same results.

Warranty and Return Policy

All GlobalMedia Group, LLC (GlobalMed) products are warranted under the following terms:

Products that become defective during the first year after the order is shipped will be repaired or replaced by GlobalMed free of charge. This limited warranty is contingent upon proper use of the product and does not cover products that have been damaged (scratches, bent metal, broken components) misused, modified, or subject to unusual physical or electrical stress. All returns for any other reason must be made within the first 30 days from time of shipment and will be subject to a 25% restocking charge. Buyer must include all original components, literature, and packaging in the same salable condition received to avoid any additional charges.

All returned materials must have a GlobalMed return materials authorization (RMA) number. Authorized returns must be shipped freight prepaid to GlobalMed. GlobalMed reserves the right to refuse any return that is sent COD or without an RMA number visible on the exterior of the package. Unauthorized returns, refused shipments, and authorized returns of non-defective merchandise after the above stated return periods are subject to additional charges.

Limited Liability Agreement

No claim made by the buyer shall be for an amount greater than the purchase price of the goods in respect of which the claim was made, regardless of whether the claim pertains to damage incurred in shipping, failure to ship, or inherent defects. GlobalMed will in no way be liable for incidental or consequential charges. In all events, GlobalMed reserves the option of repair or replacement at its discretion. GlobalMed takes no responsibility for incorrect, outdated, or otherwise inaccurate information, including pricing and product specifications. GlobalMed is not responsible for typographical errors or omissions and shall not be liable for any incidental or consequential damages caused directly or indirectly from any GlobalMed product. In addition, GlobalMed reserves the right to change prices, specifications or discontinue products at any time without prior notice while reserving the right to refuse or conduct a cancellation on its transaction activities due to price inconsistency from its suppliers.

About GlobalMed®

GlobalMed powers the largest telehealth programs in the world, facilitating more than 15 million consults to date. We have helped 4,000+ organizations improve healthcare access in 55 countries and are honored to be the telehealth provider for the White House. With a focus on security and simplicity, GlobalMed designs, builds, manufactures and deploys fully integrated, evidence-based hardware and software telehealth solutions that enable medical groups, healthcare enterprises and government entities to improve patient outcomes while lowering cost.

Founded in 2002 by a Marine Corps Reserve Veteran still serving as CEO, GlobalMed is proud to be a Veteran Owned Small Business (VOSB).

Contact info:

Help Desk: 1.800.886.3692 option 2, or email **help@globalmed.com**

GlobalMed
15020 North 74th Street
Scottsdale, AZ 85260

+1.480.922.0044 phone
+1.480.922.1090 fax
telemed@globalmed.com
www.globalmed.com

Revision History

Revision	Changes	Date
A	Initial release.	05-08-2017
B	Update to *"Installing and Signing into eNcounterView" on page 2*	04-17-2018

Table of Contents

<table>
<tr><td>**CHAPTER**

1</td><td># About eNcounterView for iOS</td></tr>
</table>

1.1　About eNcounterView

GlobalMed's eNcounterView is a lightweight, iOS-based, video conferencing tool crafted for the medical professional. It is Single-Sign-on capable, HIPAA compliant, AES128 encrypted and is able to run along-side the GlobalMed eNcounter framework. eNcounterView is designed as real-time video/audio/desktop-sharing, native iOS application for doctor and patient encounters.

1.2　Recommended System Requirements
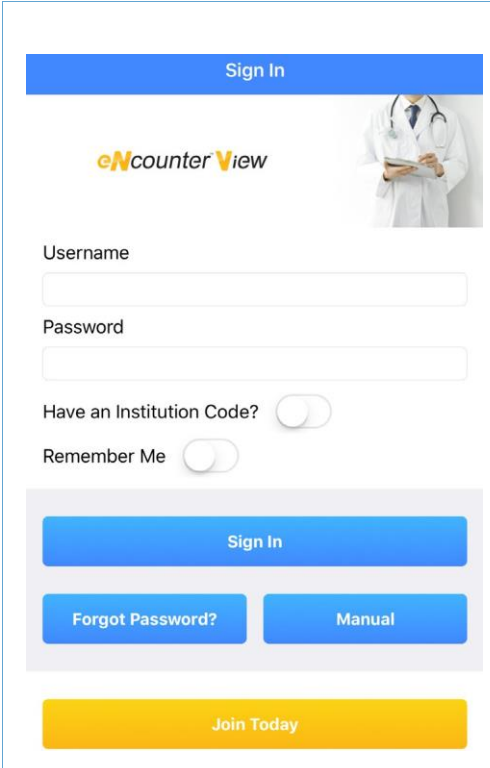
- Compatible with iPhone$^®$ 5S or higher, or iPad$^®$ 3 or newer
- iOS 9 or higher

2 Using eNcounterView for iOS

2.1 Installing and Signing into eNcounterView

1. Download the eNcounterView application from the App Store on your iPhone or iPad.
2. Sign in using your existing eNcounterView credentials (see *Figure 1*).

Figure 1 eNcounterView log in screen
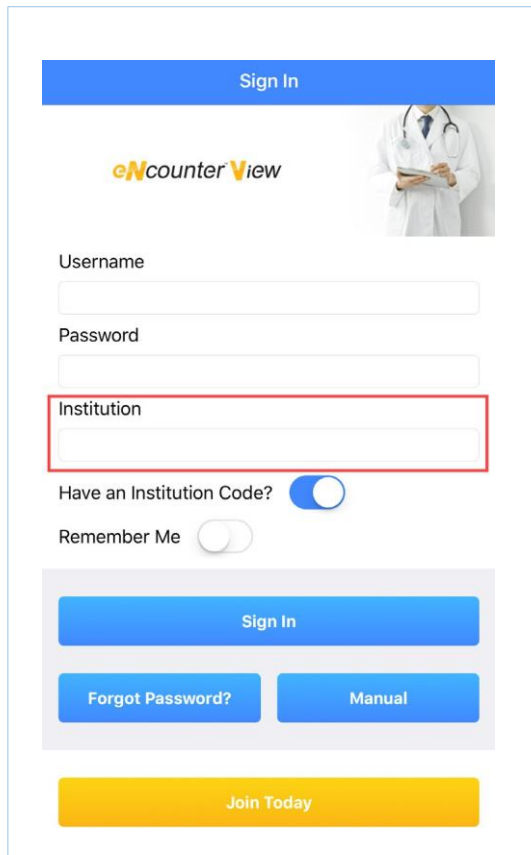
3. If you have a specific institution code select **Have an Institution Code?** and enter the code in **Institution** (see *Figure 2*).

Note: This only needs to be done once during your first login.

Figure 2 Enter your institution code

4. If you are a new user, tap **Join Today** to access the **Account Sign Up** page (see *Figure 3*).

Figure 3 Account Signup

5. Once all information has been entered into the provided fields and submitted, a designated GlobalMed representative will reach out to initiate the onboarding process.
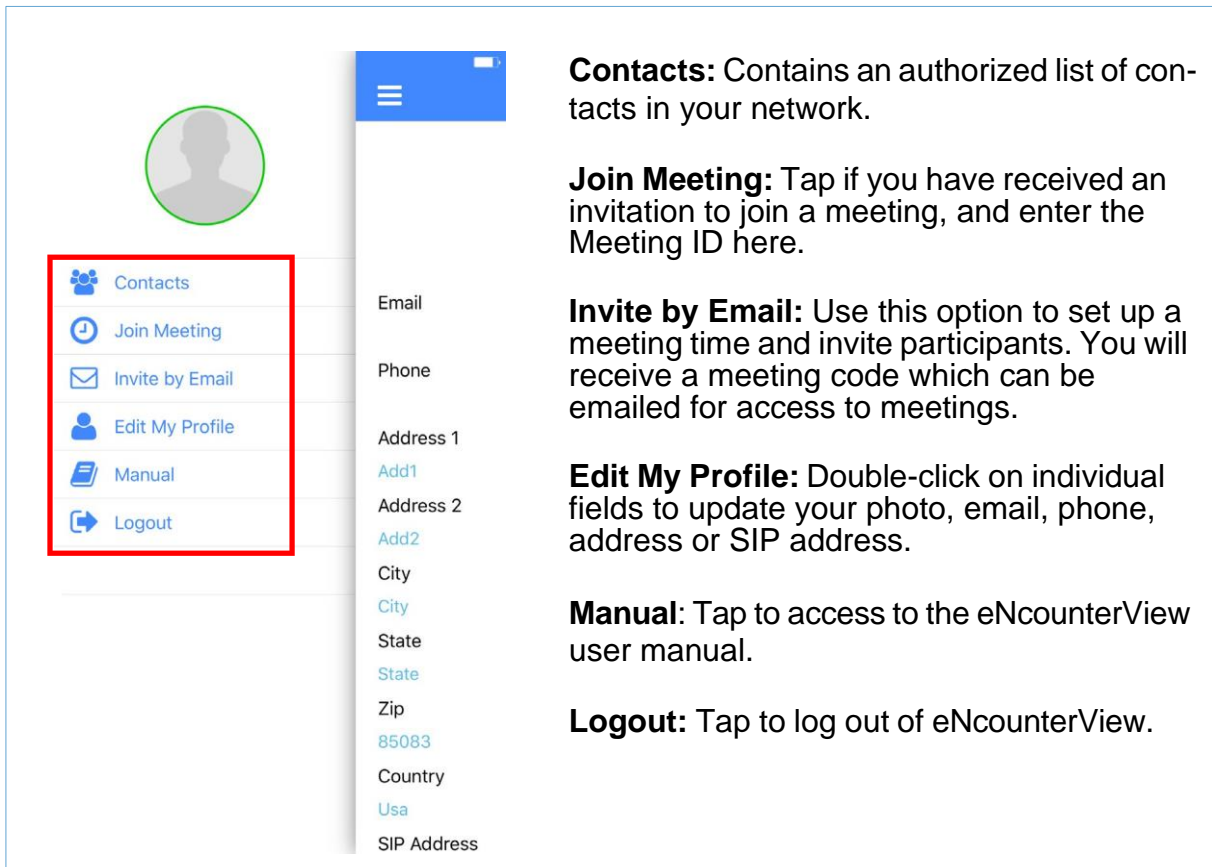
2.1.1   Forgot Password

1. Selecting the **Forgot Password** link redirects you to the User Authentication Portal.

2. At the **User Authentication Portal**, enter your user name and click **Send Me a Passcode** to receive an email notification to the email associated with the account.

3. The email contains a passcode that can be used to create a new password.

2.2   eNcounterView Functions

2.2.1   Main Menu Functions

Figure 4 shows the functions available in the eNcounterView main menu.

Figure 4 eNcounterView main page functions

Contacts: Contains an authorized list of contacts in your network.

Join Meeting: Tap if you have received an invitation to join a meeting, and enter the Meeting ID here.

Invite by Email: Use this option to set up a meeting time and invite participants. You will receive a meeting code which can be emailed for access to meetings.

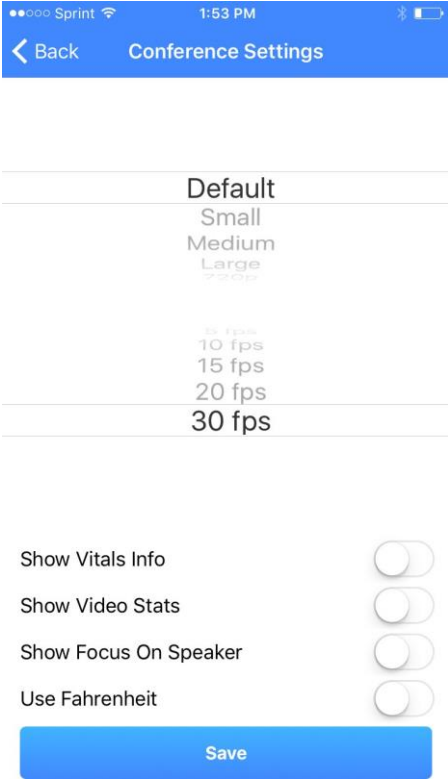**Edit My Profile:** Double-click on individual fields to update your photo, email, phone, address or SIP address.

Manual: Tap to access to the eNcounterView user manual.

Logout: Tap to log out of eNcounterView.

2.2.2   Conference Call Settings

Figure 5 shows optional settings for conference calls, which can be accessed by tapping the Settings icon.

Figure 5 eNcounterView Conference settings

Default: Manually choose screen resolution or allow app to default to optimal setting

Show Vitals Info: If Vitals are connected to eNcounterView, toggle these on to allow Vitals to be seen during the video conference.

Show Video Stats: When activated, relevant technical data overlays live video streams indicating the status of the video call.

Show Focus on Speaker: Toggle on to choose the speaker as the primary image of the video conference.

Use Fahrenheit: Toggle on to use Fahrenheit, or toggle off to use Celsius.

Save: Tap to save conference settings

2.2.3   Contact List

Upon logging in, the Contact List appears on the screen. *Figure 6* shows how to use the Contact List.

Figure 6 eNcounterView Conference settings

Main Menu: Tap to change to a different menu in eNcounterView (see *Section 2.2.1*).

Settings: Tap to change conference settings.

Online contacts: Contacts who are currently online are highlighted in green. Contacts in blue are away, and contacts in gray are offline. Tap the contact's avatar to initiate communication or see contact details.

2.2.4   Initiate a Call

Figure 7 shows the functions to initiate calls or communication.

Figure 7 eNcounterView Conference settings
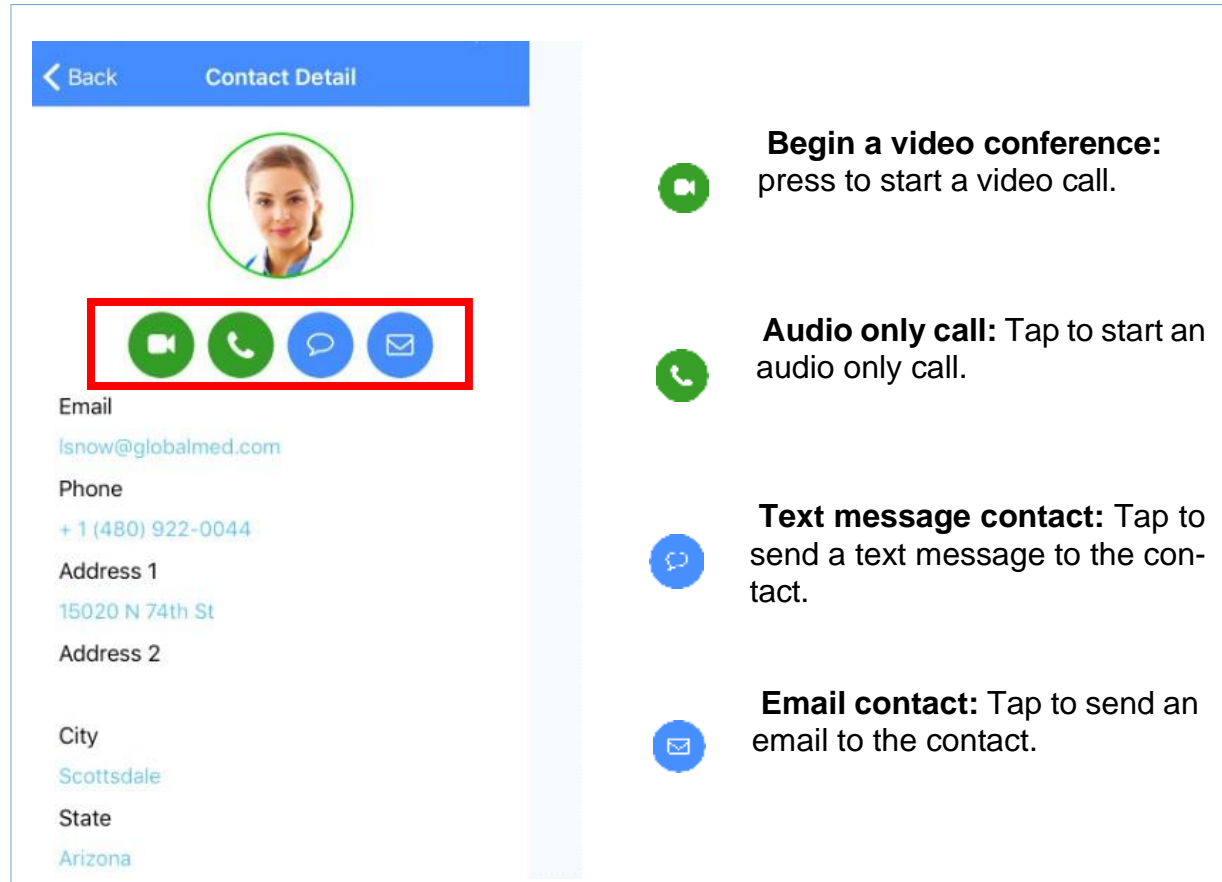
## 2.2.5   Video Conference Call Functions

Users connected to an active eNcounter session can view consult artifacts as they are created. Whenever an image, video, or device report is captured in the eNcounter session tray, they appear as selectable thumbnails in the eNcounterView iOS application.

Note: A device report is any report generated after data collected using a compatible medical device.

Tapping a thumbnail image, video, or report expands the thumbnail artifact to full screen, overlaying the video stream (see *Figure 9*). The video conference stream remains active while users view and swipe through selected consult artifacts.

Figure 8 below shows the functions available during a video conference call, using a tablet device.

Figure 8 Video conference call functions
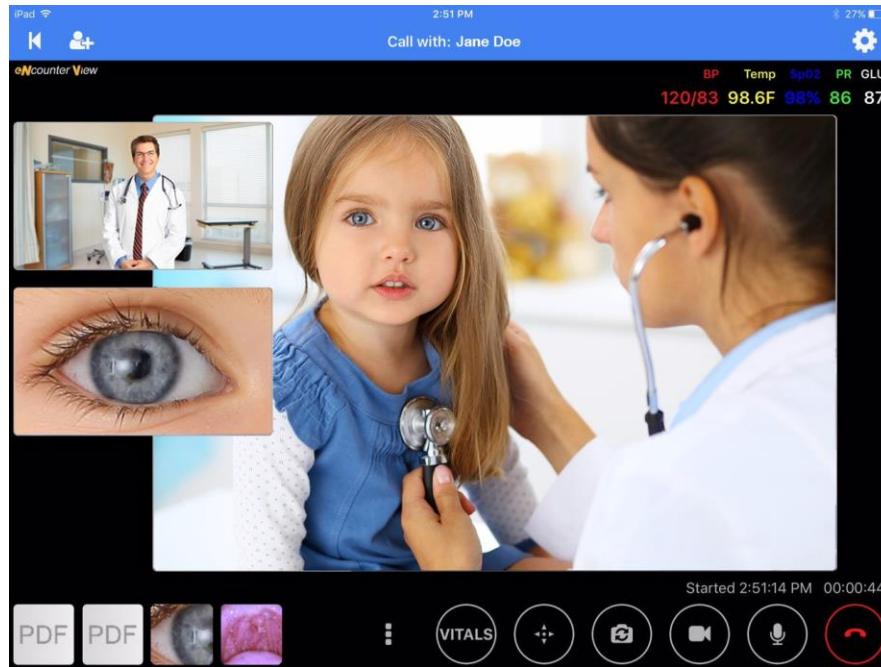
VITALS	Make sure the iOS device's Bluetooth setting is on. Tap Vitals, and eNcounterView searches for compatible devices. You do not have to leave the application.
	Tap to enable controls to pan, tilt and zoom the remote camera.
	Tap to flip the camera direction of the mobile device.
	Tap to disable the local camera; the other party will not be able to see the video stream.
	Tap to mute your device's microphone.
	Tap to end the call.
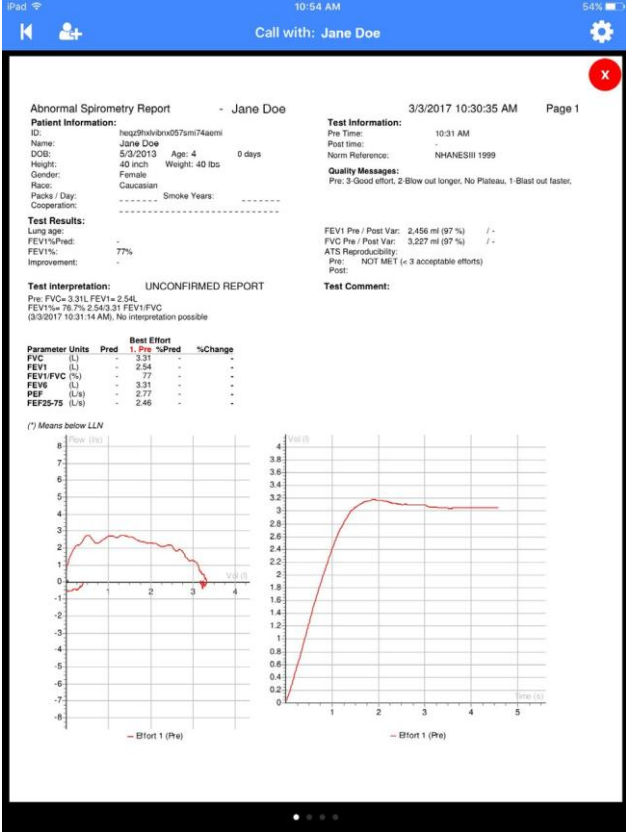
Figure 9 Example of data artifact (device report) overlay

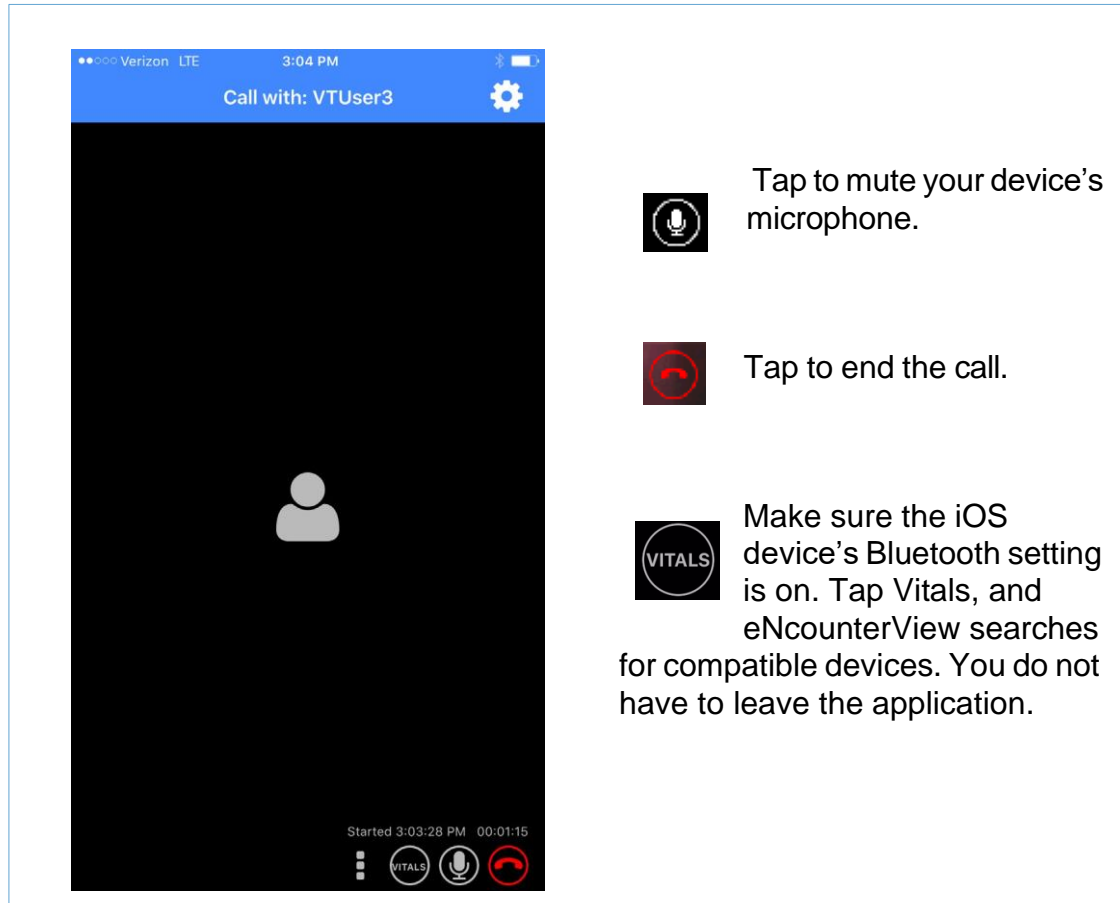**X**: Tap to exit out of the artifact

Swipe left or right through the artifacts to view each one.

2.2.6   Audio-only Call Functions

Figure 10 shows the available functions during an audio-only call.

Figure 10 eNcounterView Conference settings

Tap to mute your device's microphone.

Tap to end the call.

Make sure the iOS device's Bluetooth setting is on. Tap Vitals, and eNcounterView searches for compatible devices. You do not have to leave the application.

2.2.7   Emails and Text Messages

Figure 11 shows how to send emails and text messages.

Figure 11 eNcounterView Conference settings

To send an email to a contact, after tap-ping the Email icon:
1. **Subject line:** type a subject.
2. **Message:** type a message.
3. Tap **Send**.

To send an SMS (text) message to a con-tact, after tapping the Text icon:

1. **Message:** type a message.
2. Tap **Send**.