



# eNcounter<sup>®</sup>View for Android 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contained on our website and product literature is accurate, GlobalMed takes no responsibility for incorrect, outdated, or otherwise inaccurate information.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.

©2002 GlobalMedia Group, LLC. (DBA GlobalMed). All Rights Reserved. iREZ, LiteExam, TotalExam, ClearProbe, ENcounter, ENcounter Cloud, eNcounter, EasyShare, ClearSteth, GlobalMed, TotalECG, ClinicalAccess, WallDoc, and Transforming Healthcare Globally are registered trademarks. All other trademarks are the property of their respective holders.

---

# About GlobalMed®

GlobalMed® powers the world's most advanced virtual health technology platform and wellness applications that support a patient at any point in the continuum of care. Focusing 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 costs. GlobalMed has the experience and technology solutions to enable providers to implement and scale virtual health solutions in any healthcare setting, from the VA system to rural healthcare to international aid and beyond.

Founded in 2002 by a Marine Corps Reserve Veteran still serving as CEO, GlobalMed is proud to be Veteran owned & operated.

## Contact info:

Help Desk: 1.800.886.3692 option 2 or email [help@globalmed.com](mailto: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](http://www.globalmed.com)

---

# Revision History

Revision	Changes	Date
1	Initial release.	22-Feb-24
2	Correct square and arrow that are out of place on image in section 2.3.1	01-May-24

---

# Table of Contents

- 1. *About eNcounterView for Android* .....6**
  - 1.1. Overview..... 6**
  - 1.2. System Requirements..... 6**
- 2. *Using eNcounterView* .....7**
  - 2.1. Overview..... 7**
  - 2.2. Installing and Logging into eNcounterView ..... 8**
    - 2.2.1. Installation ..... 8
    - 2.2.2. Logging In..... 8
      - 2.2.2.1. Existing User ..... 8
      - 2.2.2.2. New User ..... 9
      - 2.2.2.3. Forgot Password ..... 9
  - 2.3. eNcounterView Functions ..... 10**
    - 2.3.1. Main Menu Functions ..... 10
    - 2.3.2. Contact List..... 11
    - 2.3.3. Initiate Communication ..... 11
      - 2.3.3.1. Video Conference Call Functions ..... 12
      - 2.3.3.2. Audio-Only Conference Call Functions. .... 13
      - 2.3.3.3. Conference Call Settings..... 14
      - 2.3.3.4. Text Message ..... 15
      - 2.3.3.5. Email Message ..... 15

# 1

# About eNcounterView for Android

## 1.1. Overview

eNcounterView is a browser-based video conferencing application designed specifically for the needs of the medical community. Working as a standalone application or integrated within the GlobalMed eNcounter platform, eNcounterView can be used to connect participants for live stream video conferencing. eNcounterView enables real-time sharing of medical data including device reports, images, and live video streams from connected exam cameras and probes.

eNcounterView is supported by emerging Real Time Communications (RTC) technologies, allowing users to facilitate remote consultations and expand upon GlobalMed’s mission of making healthcare accessible to all.

## 1.2. System Requirements

*Table 1 System Requirements*

Requirement Type	Requirement Specification
Hardware Requirements	<ul style="list-style-type: none"><li>• N/A</li></ul>
Supported Operating Systems	<ul style="list-style-type: none"><li>• Android 6.0 M(Marshmallow) &amp; higher</li></ul>
Bandwidth Requirements	<ul style="list-style-type: none"><li>• 3G or higher</li></ul>

# 2

## Using eNcounterView

### 2.1. Overview

This chapter describes the basic instructions related to installing, logging in, and using eNcounterView. The following topics are discussed:

- *"Installing and Logging into eNcounterView"*
- *"eNcounterView Functions"*

## 2.2. Installing and Logging into eNcounterView

### 2.2.1. Installation

1. Download the eNcounterView application from the App Store on your Android device.
2. Launch eNcounterView using the applicable icon.

### 2.2.2. Logging In

#### 2.2.2.1. Existing User

1. **Sign In** using your existing eNcounterView credentials.
2. If you have a specific institution code, toggle **Have an Institution Code?** and enter the code in the **Institution** field.  
**Note: This only needs to be done once during your first login.**



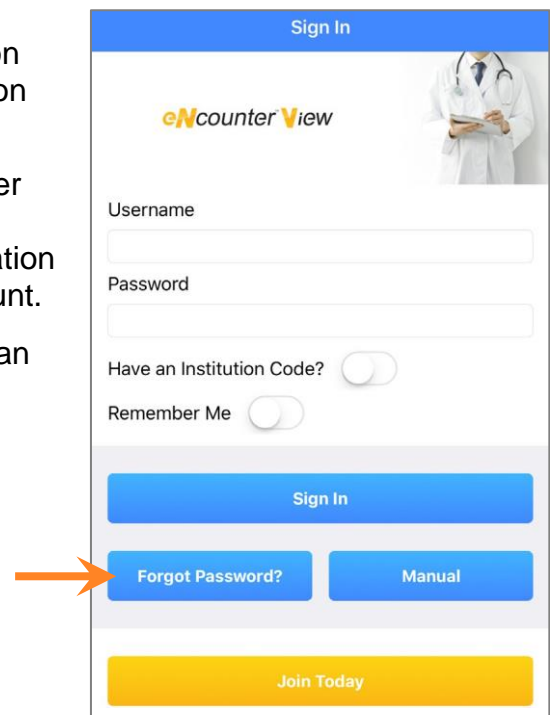
### 2.2.2.2. New User

1. If you are a new user, tap **Join Today** to access the **Account Sign Up** page.
2. After all the required information has been entered into the provided fields, click **Submit**, and a GlobalMed representative will reach out to initiate the onboarding process.




### 2.2.2.3. Forgot Password

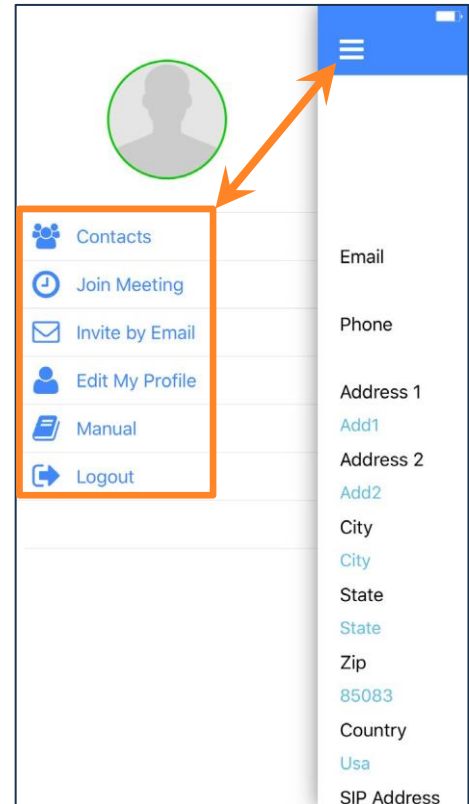
1. Selecting the **Forgot Password** button redirects you to the User Authentication Portal.
2. At the User Authentication Portal, enter your username and click **Send Me a Passcode** to receive an email notification to the email associated with the account.
3. The email contains a passcode that can be used to create a new password.



## 2.3. eNcounterView Functions

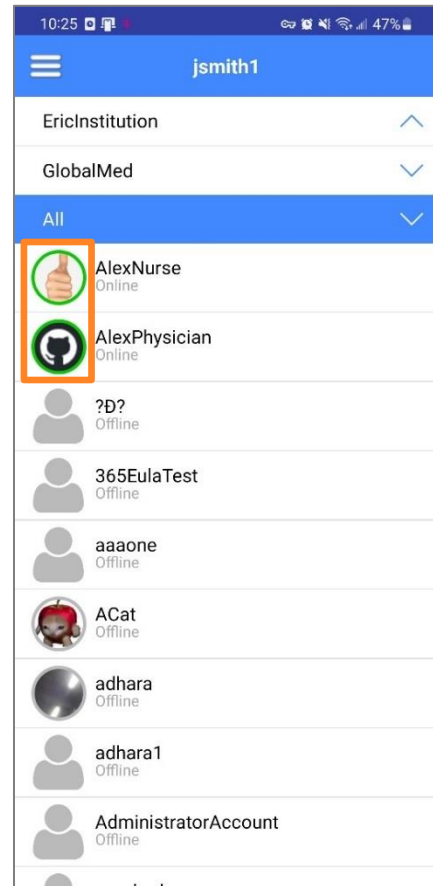
### 2.3.1. Main Menu Functions

1. Tap the  icon to access the **Main Menu Functions**.
2. **Contacts:** Contains an authorized list of contacts in your network.
3. **Join Meeting:** Tap if you have received an invitation to join a meeting and enter the Meeting ID here.
4. **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.
5. **Edit My Profile:** Double-click on individual fields to update your photo, email, phone, address or SIP address.
6. **Manual:** Tap to access to the eNcounterView user manual.
7. **Logout:** Tap to log out of eNcounterView.







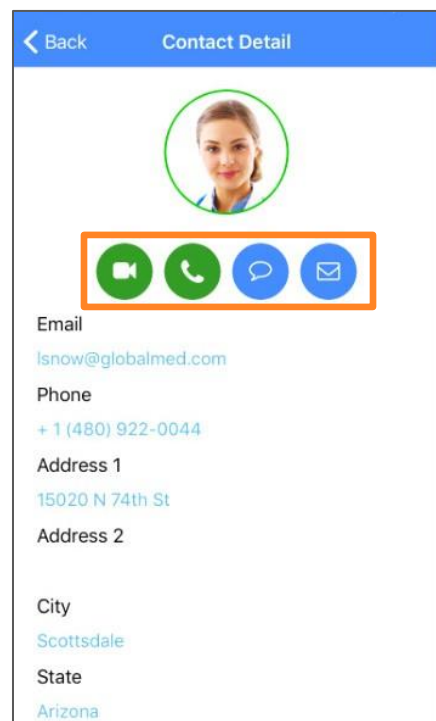
### 2.3.2. Contact List

1. Upon logging in, the Contact List appears on the screen.
2. Contacts who are **currently online** are **highlighted green** and appear at the top of the list.
3. Contacts who are **currently away** are **highlighted blue**.
4. Contacts who are **currently offline** are **highlighted gray**.
5. Tap the contact's avatar to initiate communication or see contact details.




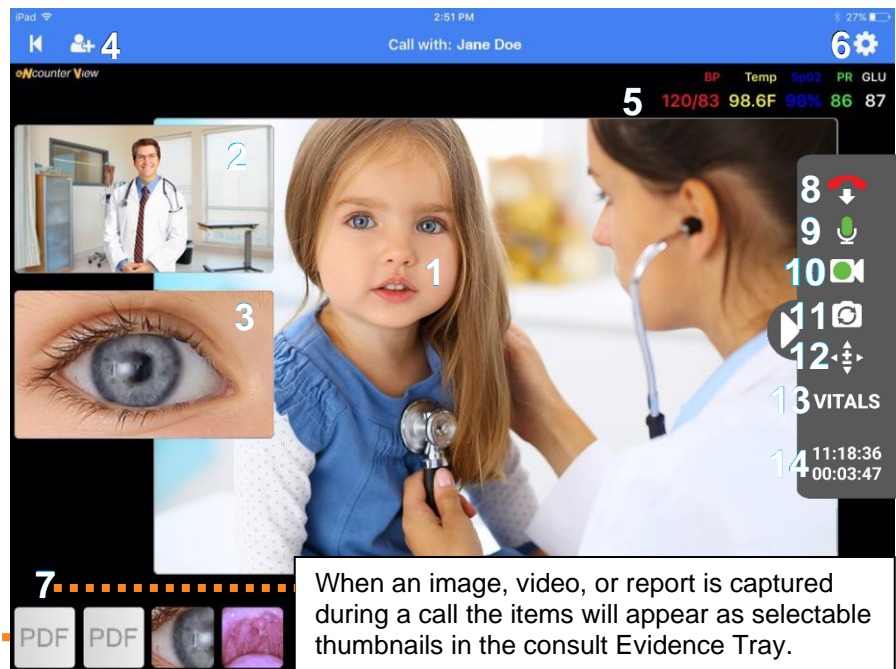
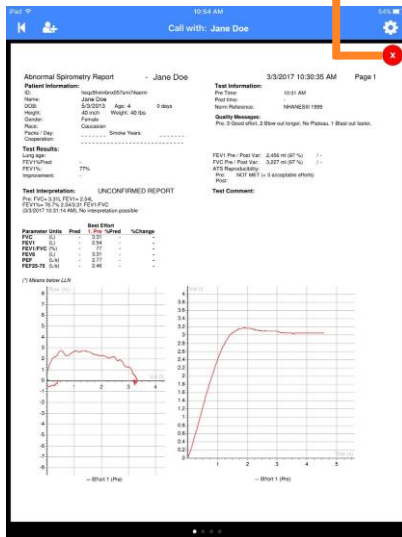
### 2.3.3. Initiate Communication

1. Tap  to start a video conference.
2. Tap  to start an audio-only call.
3. Tap  to send a text message to the contact.
4. Tap  to send an email to the contact.



## 2.3.3.1. Video Conference Call Functions

Tap  to exit out of the attachment.  
OR  
Swipe screen to view each attachment.

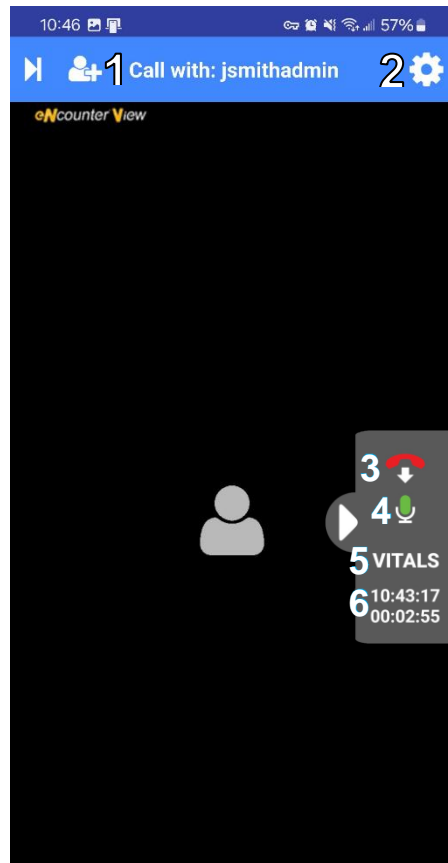


When an image, video, or report is captured during a call the items will appear as selectable thumbnails in the consult Evidence Tray.

Table 2 Video conference call functions

No.	Feature	Description
1	Primary eView Video Feed	• Primary display for eView user's video feed.
2	Secondary eView Video Feed	• Secondary display for eView user's video feed.
3	Additional Video Source	• Additional connected video sources will be shown in a separate window.
4	Add Contact to Call	• Initiates invitation of additional contact to the call.
5	Vitals Readout	• Vitals Readout from connected devices.
6	Conference Settings	• Opens the Conference Settings window.
7	Evidence Tray	• Appears when an image, video, or report is captured. Allows users to view/manage the captured data while the video stream remains active. <b>Note:</b> A device report is any report generated after data collected using a compatible vitals device.
8	End Call	• Ends the call for all users.
9	Mute Microphone	• Mute device's Microphone
10	Disable/Enable Video	• Toggle to Disable/Enable device's video feed.
11	Swap Camera (Front/Rear)	• Toggle between the Front Facing and Rear Facing camera on phone.
12	Camera Control	• Controls the Pan, Tilt, and Zoom functions of supported cameras.
13	Display/Hide Vitals Readout	• If the phone's Bluetooth setting is enabled, tapping "Vitals" will prompt eNcounterView to search for compatible device without leaving the call.
14	Call Start Time/Elapsed	• Displays the Start Time and Time Elapsed for current call.


### 2.3.3.2. Audio-Only Conference Call Functions.

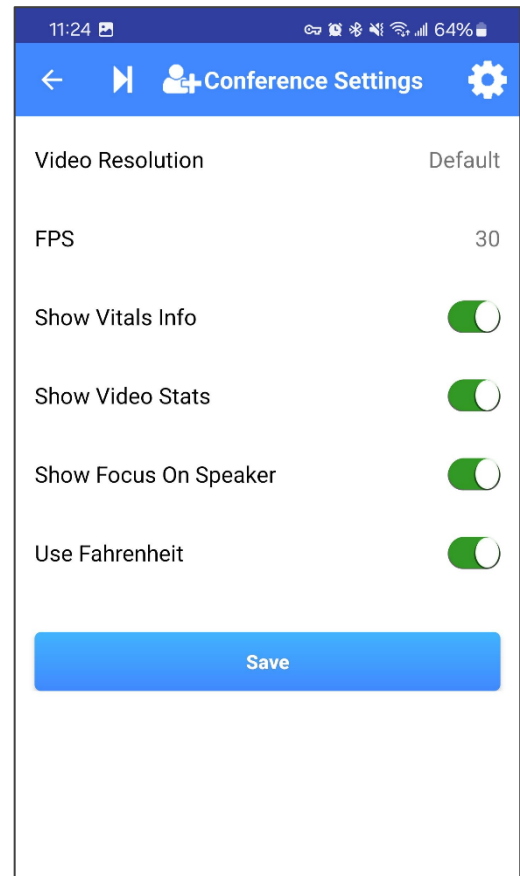


**Table 3 Audio-Only conference call functions**


No.	Feature	Description
1	<b>Add Contact to Call</b>	<ul style="list-style-type: none"> <li>Initiates invitation of additional contact to the call.</li> </ul>
2	<b>Conference Settings</b>	<ul style="list-style-type: none"> <li>Opens the Conference Settings window.</li> </ul>
3	<b>End Call</b>	<ul style="list-style-type: none"> <li>Ends the call for all users.</li> </ul>
4	<b>Mute Microphone</b>	<ul style="list-style-type: none"> <li>Mute device's Microphone</li> </ul>
5	<b>Display/Hide Vitals Readout</b>	<ul style="list-style-type: none"> <li>If the phone's Bluetooth setting is enabled, tapping "Vitals" will prompt eNcounterView to search for compatible device without leaving the call.</li> </ul>
6	<b>Call Start Time/Elapsed</b>	<ul style="list-style-type: none"> <li>Displays the Start Time and Time Elapsed for current call.</li> </ul>

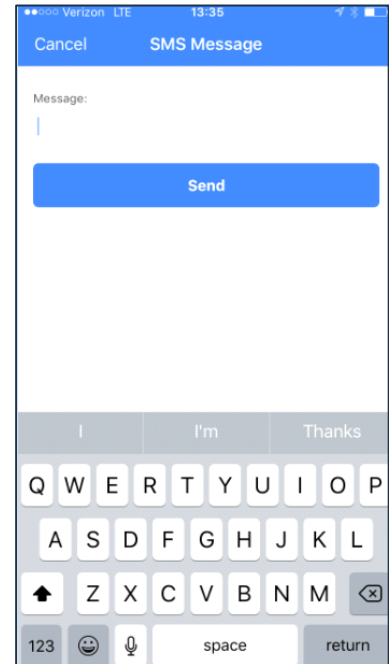
### 2.3.3.3. Conference Call Settings

1. When in a Call tap the Gear  icon to access the call settings.
2. **Video Resolution:** Manually choose video resolution or allow app to default to optimal setting. **(If applicable)**
3. **FPS:** Adjust the frames per second (FPS) setting to define the video's display speed. **(If applicable)**
4. **Show Vitals Info:** If Vitals are connected to eNcounterView, toggle these on to allow Vitals to be seen during the video conference.
5. **Show Video Stats:** When activated, relevant technical data overlays live video streams indicating the status of the video call. **(If applicable)**
6. **Show Focus on Speaker:** Toggle to choose the person speaking as the Primary image of the video conference. **(If applicable)**
7. **Use Fahrenheit:** Toggle on to use Fahrenheit or toggle off to use Celsius.
8. **Save:** Tap to save conference settings




#### 2.3.3.4. Text Message

1. Tap the text  icon when in a contacts details screen to send a text message.
2. Type your message in the **Message:** field.
3. Tap **Send**.



#### 2.3.3.5. Email Message

1. Tap the email  icon when in a contacts details screen to send an email message.
2. Enter a subject for the email in the **Subject:** field.
3. Type your message in the **Message:** field.
4. Tap **Send**.

