

A close-up photograph of a person in a white lab coat holding a tablet. The person's hands are visible, and a stethoscope is partially visible around their neck. The background is a blurred clinical setting. The Updox logo is overlaid in the center, featuring the word 'updox' in a white, lowercase, sans-serif font. The 'u' has a blue horizontal bar underneath it.

**updox**

**Video Chat 2.0 Highlights**

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# Video Chat 2.0

Designed with your office in mind, Updox Video Chat 2.0 aligns to the way that you serve your patients in your practice



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# New Key Features

- Consistent, intuitive waiting room user experience
- Manage and move patients from one waiting room to another in the waiting room view
- Patient connectivity status is clearly displayed throughout the application
- At the end of a conversation, a patient can be moved back to the waiting room so that they can speak with someone else in the office
- To provide the best in call experience, in a group call the host can select between dominant speaker view or gallery view
- The host has controls readily available to mute or hide video of other call participants during the call
- Participants can be added to the call even after the call has been started
- Waiting rooms can be configured as public rooms, so that anyone who clicks on the URL can enter the waiting room when it's open (doesn't require sending an invitation)
- Group calls can accommodate up to 12 participants

# How To:

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# Waiting room navigation

- 1 All participants are presented in waiting room list view
- 2 Users can manage the waiting rooms of more than one person
- 3 Invitations can be sent via SMS, email, or audio phone call
- 4 Key events are posted in the notification header





The screenshot shows the Updox interface. At the top, there is a notification: "4 Invitation to Brian Penn successf... a few seconds ago". Below this is a "Video Chat" section with options for "MY DEVICE", "SETTINGS", and "HELP". The main content area is titled "Good afternoon, Brian Pennington" and includes a "Phone call" button and an "Invite" button. On the left, there is a "WAITING ROOMS" sidebar with "My Room" selected. The main area displays a list of participants in the waiting room:

Status	Recipient	Room	
<input type="checkbox"/> Sent a few seconds ago	<b>Brian Penn</b> DOB: 1966-02-24 (55 years)	My Room	<input type="button" value="→] Enter"/> ...
<input type="checkbox"/> Sent a few seconds ago	<b>Michael Myers</b> DOB: 1900-01-13 (122 years)	My Room	<input type="button" value="→] Enter"/> ...

# Participant connectivity status


- Time since invitation was sent displays for each invitation
- Once patient clicks on the invitation link, waiting status updates
- Icons and colors show camera and microphone connectivity

My Room 1 OPEN ▾

Status	Recipient
<input type="checkbox"/> <i>Waiting a few seconds</i>    	<b>Brian Penn</b> DOB: 1966-02-24 (55 years)
<input type="checkbox"/> <i>Sent 8 minutes ago</i>	<b>Michael Myers</b> DOB: 1900-01-13 (122 years)

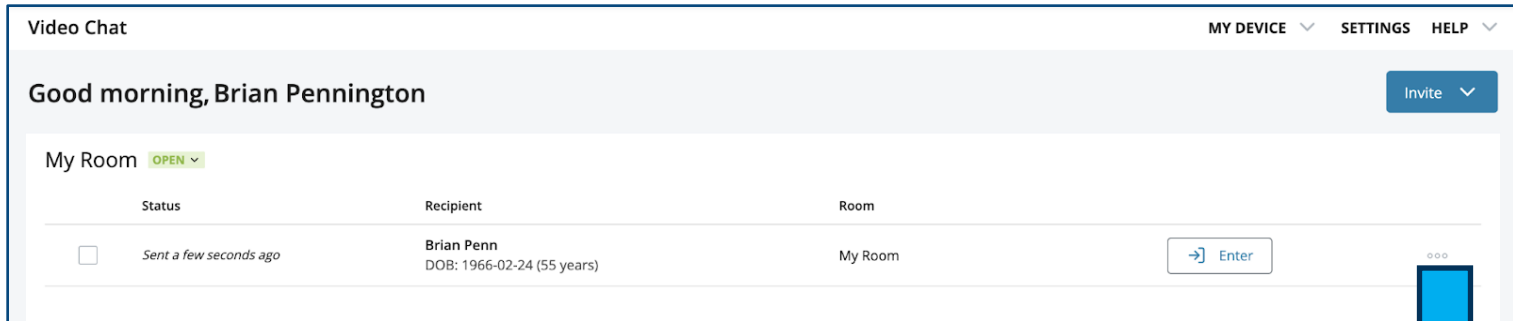
# Waiting room actions – Move participant

- Move patient - If a user has been delegated access to multiple rooms, participants can be easily moved from one room to another in the waiting room view
- Choose the appropriate room from a drop-down list

Recipient	Room
<b>Brian Penn</b> DOB: 1966-02-24 (55 years)	My Room ^  Mike Carlson <b>My Room</b>
<b>Michael Myers</b> DOB: 1900-01-13 (122 years)	

# Waiting room actions – Resend invite

- Resend invite - User can choose to resend invitation if participant has indicated it is needed by clicking into the ... icon at the end of the row



The screenshot shows a video chat interface. At the top, it says "Video Chat" and has navigation links for "MY DEVICE", "SETTINGS", and "HELP". Below that, a greeting says "Good morning, Brian Pennington" and there is an "Invite" button. The main area shows "My Room" with a status of "OPEN". Below this is a table of invitees:

Status	Recipient	Room	
<input type="checkbox"/> Sent a few seconds ago	Brian Penn DOB: 1966-02-24 (55 years)	My Room	<input type="button" value="→ Enter"/> <span>⋮</span>

Invite details

Resend invite





Remove



# Waiting room actions – Start group call

- When you're ready to start a call, choose the participant(s) with whom you want to chat by clicking the checkbox on the left side of the Waiting Room line item
- The button changes when the line item checkbox is selected. When the box is checked, the label changes from Enter to Start and the color changes from white to blue.
- A counter displays on each button selected, showing the number of participants you have selected for the call

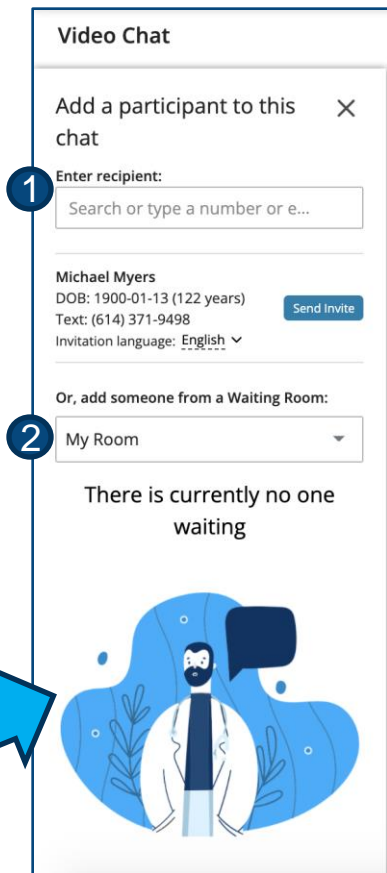
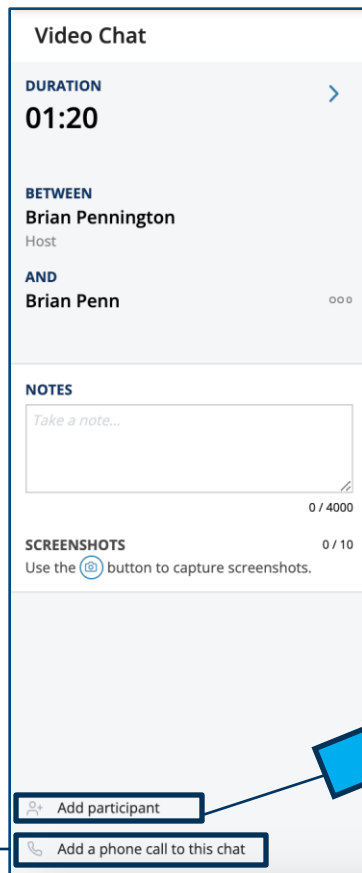
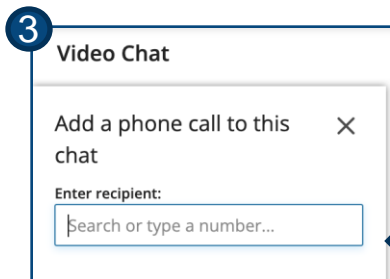
## All Rooms 1

Status	Recipient	Room		
<input checked="" type="checkbox"/> Sent 19 hours ago	<b>Test Patient</b> DOB: 2000-01-01 (21 years)	My Room ▾	 Start (2)	⋮
<input checked="" type="checkbox"/> Sent 19 hours ago	<b>John Quavius</b> DOB: 2000-01-01 (21 years)	My Room ▾	 Start (2)	⋮
<input type="checkbox"/>  Last seen 3 minutes ago	<b>Brian Penn</b> DOB: 1966-02-24 (55 years)	Jen Tedrow ▾	 Enter	⋮

# Add to an ongoing chat

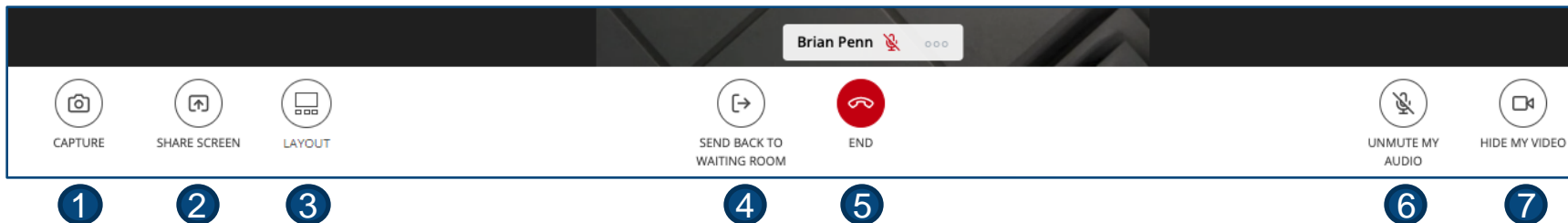
- During an active video chat, at the bottom of your side panel you have options to add additional participants.

1. Add participant from your address book
2. Add participant from the waiting room
3. Add phone call to the chat



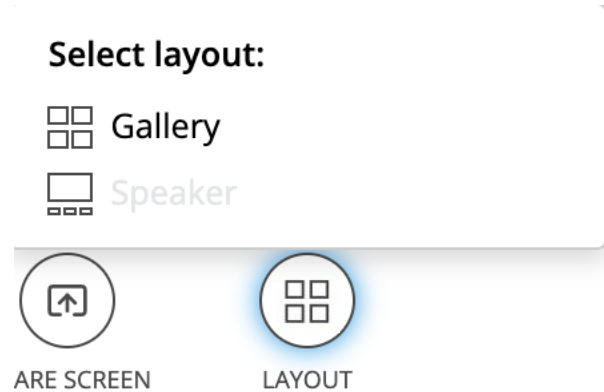
# Inter-chat actions

1. Capture screenshot of video chat
2. Share screen of content within video chat
3. Change layout between speaker and gallery views
4. Send participant back to the waiting room
5. End the chat
6. Mute/Unmute host audio
7. Share/Hide host video

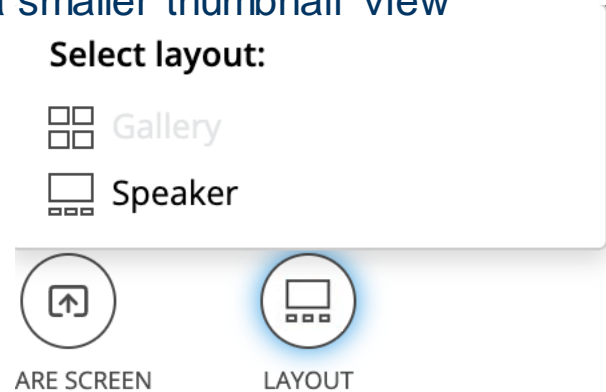


# Inter-chat actions – Change layout

- Gallery view displays all participants in equally sized windows on the host's screen regardless of who is speaking




- Speaker view displays the current speaker prominently on the host's screen, while everyone else displays in a smaller thumbnail view



# Inter-chat actions – Host controls

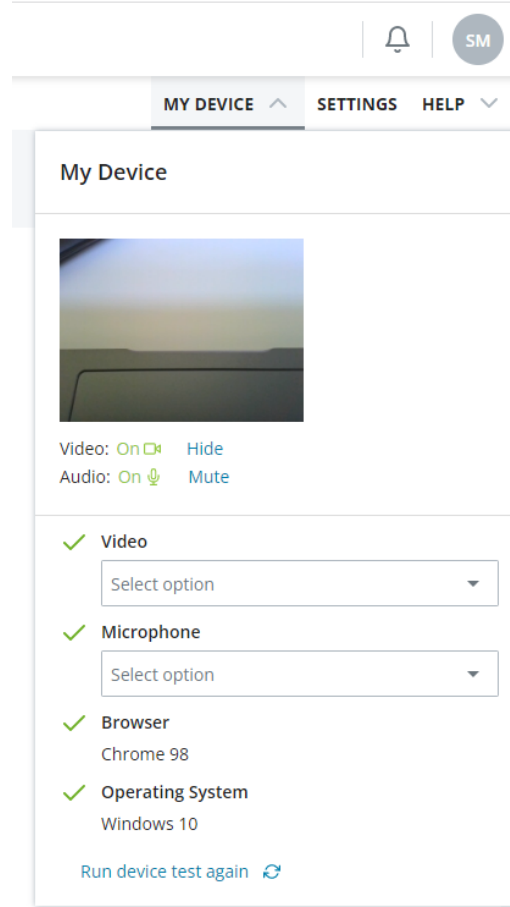
- Host can control whether video is hidden or visible for each participant
- Host can control whether audio is muted or unmuted for each participant
- Host can show user details to see the participant and the contact information used to send the invitation

The screenshot displays a chat interface with the following elements:

- BETWEEN**  
**Brian Pennington**  
Host
- AND**  
**Brian Penn**  
Sent a few seconds ago
- A context menu is open over the participant name, containing three options:
  - Hide user's video
  - Mute user's audio
  - Show user's details
- NOTES**  
Take a note...  
0 / 4000
- SCREENSHOTS**  
0 / 10  
Use the  button to capture screenshots.

# My Device

- My Device displays a video preview of your camera
- Displays video and audio status
- Displays the video and microphone devices that you are using
- If multiple video or microphone devices are detected during the device check, you can switch devices for this session using the dropdowns
- Displays the browser you are using
- Displays the OS version you are using
- Allows you to run the Device Test again



The screenshot shows a web interface for 'My Device'. At the top right, there is a notification bell icon and a circular profile icon with the initials 'SM'. Below this is a navigation bar with three tabs: 'MY DEVICE' (selected), 'SETTINGS', and 'HELP'. The main content area is titled 'My Device' and features a video preview window showing a landscape scene. Below the video, there are two status lines: 'Video: On' with a green camera icon and a 'Hide' link, and 'Audio: On' with a green microphone icon and a 'Mute' link. Below these are three device status sections, each with a green checkmark: 'Video' with a dropdown menu showing 'Select option'; 'Microphone' with a dropdown menu showing 'Select option'; and 'Browser' showing 'Chrome 98'. The 'Operating System' section shows 'Windows 10'. At the bottom of the interface, there is a link that says 'Run device test again' with a circular refresh icon.

# Settings – Chat and Profile

1

## Chat

Chat

### Preferences

Disable video by default when entering chats

Mute audio by default when entering chats

2

## Profile

Profile

### Display Name

This name will be displayed to video chat participants

Samantha Mernick

16/100 characters

*Your default display name is your first and last name*

## Video Chat Settings

### SETTINGS ON THIS PAGE:

1

### Chat

Preferences

2

### Profile

Display Name

3

### Public Room

Status

URL

4

### Waiting Room

Display Name

Greeting

Grant Access

# Settings – Public Room

- Public rooms have a unique URL assigned
- When someone clicks on the public room URL, if the room is open they enter the waiting room immediately (no need to send an invitation)
- If the room is closed, they will receive a message indicating that it's closed and they cannot enter at this time
- This setting is ideal for walk in clinics, urgent cares, or other care settings where it is not desirable to send an invitation to each participant

### 3 Public Room

A public room is a room that can be accessed by anyone with the URL link. No invitation is required.

**Set My Room to Public**

**Status**  
When open, participants will be able to access your Public Room URL to be placed into your waiting room.  
You can also change this setting at the top of your waiting room.

Your Public Room Is: OPEN [Close room](#)

**URL**  
Anyone with access to this link will be able to visit the URL to be placed in your waiting room when it is open.

[Copy room link](#) <https://updoxtest.com/video/s/drbp> [Edit room link](#)



# Settings – Waiting Room

- In Waiting Room settings, you can set your room display name
- Default value is User first name and last name, followed by the word Room
- Room greeting can be configured here
- Grant Access enables you to allow other users to access and manage your Waiting Room
- This feature works the same as it does in VC 1.0

**4** Waiting Room

**Display Name**  
This room name will be displayed to participants of video chat when they enter your room. Your default display name is your Updox user's first and last name followed by room.

16/100 characters

**Examples of room names:**

- *Virtual Urgent Care*
- *Dr. Alexander's Care Team*
- *Wellness Virtual Clinic*

**Greeting**  
Recipients will see this message once they're checked into the Waiting Room.

0/150 characters

**Grant Access**  
Grant other video chat users access to your Waiting Room and start Video Chats on your behalf.

Showing 0 of 0 search results

[Give someone access by searching for them](#)