

## Using 3CX Webmeeting for Accessing Your Online Therapy

Our online therapy service uses a secure video link to enable couples to talk with a trained therapist where having a face-to-face meeting would not be possible. We use a platform called 3CX which is simple to use and has a high standard of data security and confidentiality.

To use 3CX please ensure:

- Your device has a webcam, microphone and speakers.
- You have a reliable internet connection: broadband or wireless recommended at a recommended of 10+Mbps speed (for both upload and download).
  - If accessing from mobile devices, please ensure you have at least 2 bars of a 4G connection.

3CX works with the following operating systems:

- Any PC or Mac with the latest version of Google Chrome or Firefox
- Phones and tablets: IOS or Android with 3CX WebMeeting app installed

In order to ensure that your meetings happen reliably, please check that your device and internet connection meet the above minimum requirements prior to your session.

### Bandwidth Test

Visit: <https://fast.com> and run the enhanced test to see your connectivity speed for both download and upload or you can check running a bandwidth by visiting <https://www.speedtest.net> and click on “GO”. The test may take a few moments to complete.



### Link performance:

**Ping:** Ideally this should be less than 50ms, if your ping reads as higher than this you may experience some delays in video and sound.

**Bandwidth:** Bandwidth should ideally be rated above 10Mbps for both upload and download.

Links above 4Mbps but under 10Mbps may provide an acceptable quality – but are likely to have some disruption of video to audio synchronisation and maybe some audio breakup (jitter).

## What do I do if.....

### ...Please ensure you are using one of the following:

- A working current PC with Google Chrome or Firefox web browser
- A current mobile device Android or Apple IOS with 3CX Webmeeting application installed

### ...I have a poor connection (audio or video dropping)

If you are experiencing connection issues, please follow the instructions above to test your bandwidth meets the recommended 10+Mbps speed.

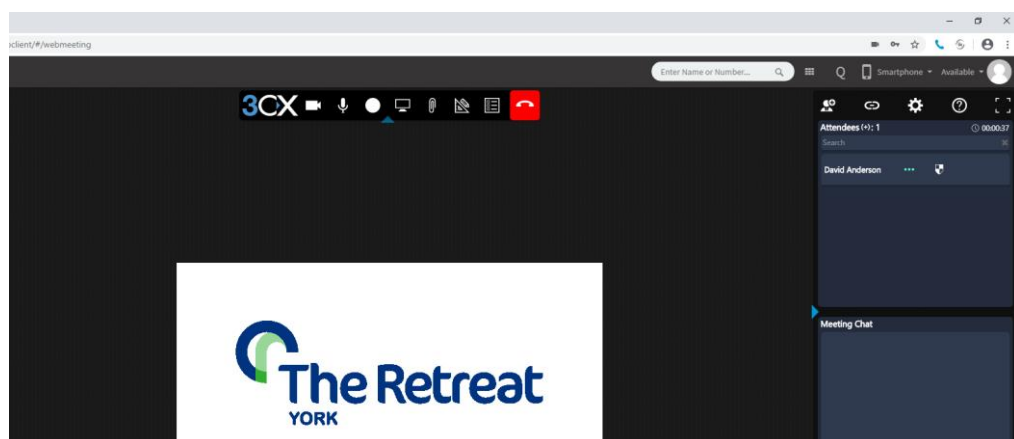
If accessing from mobile devices, please ensure you have at least 2 consistent bars of 4G connection. Also run the speednet <https://www.speedtest.net> or fast tests <https://fast.com> to check your connectivity is strong and consistent.

If your bandwidth meets the above speeds and you are experiencing issues you may find the following helps:

- Close all background applications and programs that may be running.
  - In particular close any other video calling applications, email and media streaming apps (Spotify or Netflix etc).
- If you are on a wireless connection, get as close to your wireless router as possible or connect directly to the router using an Ethernet cable.

If you are still experiencing issues, contact your Internet Service provider.

When logged in your screen may look similar to that below:



## The audio isn't working

When you receive your Email invite to the Video therapy session it will include a weblink – detailed “participant joining link” make sure this link is pasted into a fresh browser tab – and you have ALLOWED any browser warning messages for access to your: Microphone, Camera and Speaker.

A working connection will show allowed access to all in your browser – similar to the image below:



Note: There should be no crosses

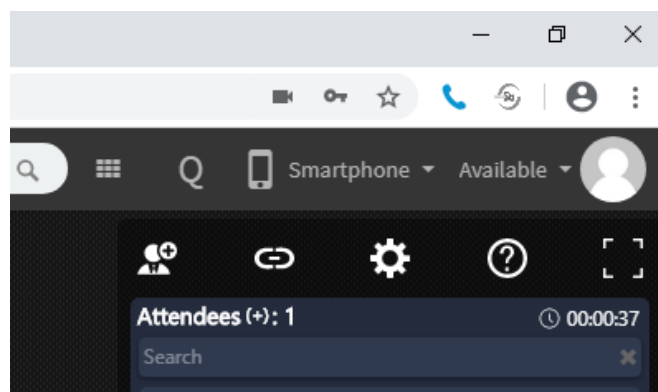
## The video isn't working

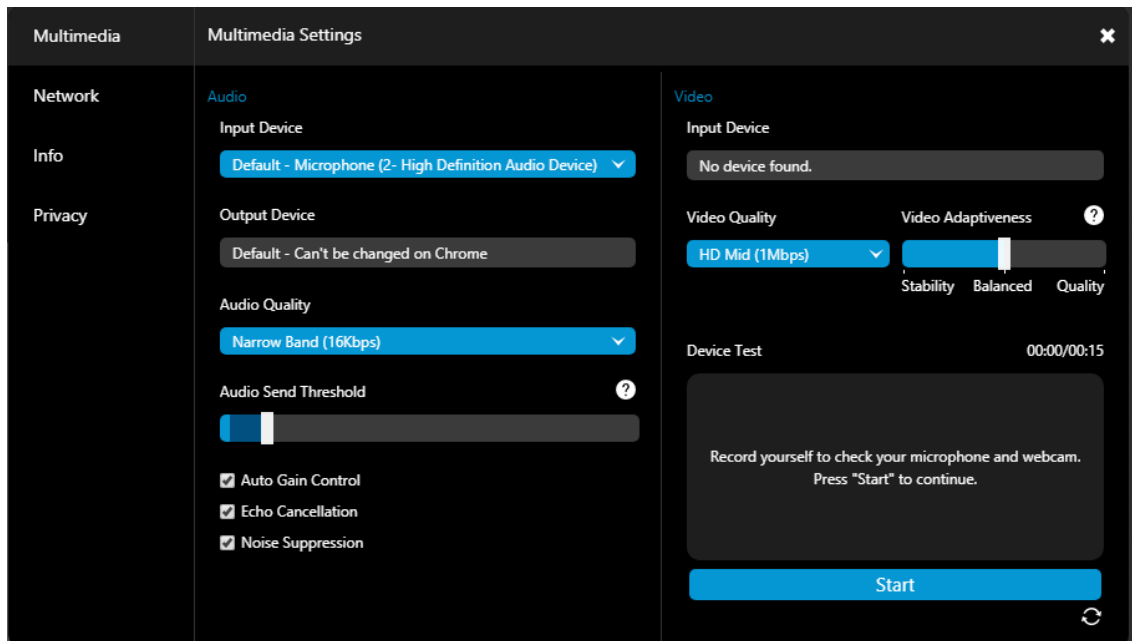
Please check that your camera is not being used by another application by closing all other open programs. You may need to restart your computer.

You can check your video settings to ensure the correct camera is selected and ensure video is not turned off. Select the video tab on the left side of the settings menu:

## Adjusting Audio and Video quality:

If you find that your link is working but wish to adjust the quality – then selecting the cog icon will allow access to control your own audio and video settings. We recommend the default settings (no changes) – but you may wish to adjust the sensitivity of your microphone or quality of the camera/picture image in this section.





## 3CX Help Centre

Further support for using the 3CX platform, including video guides, can be accessed on the 3CX help centre website:

<https://www.3cx.com/user-manual/webmeeting/joining-a-webconference/>

## Joining by Phone

If your call is not stable then your clinician may offer you're the opportunity to swap to an audio call – either by closing off the video cameras (to improve available bandwidth to your call) or by offering to make an audio call your home or mobile number.