

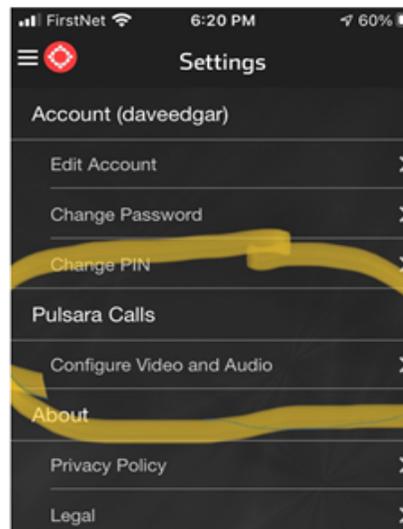
Pulsara Calling Instructions

Each Pulsara patient channel has the ability for a call between entities when needed. The functionality allows you to make it an audio only or video call, and transition back and forth between the two.

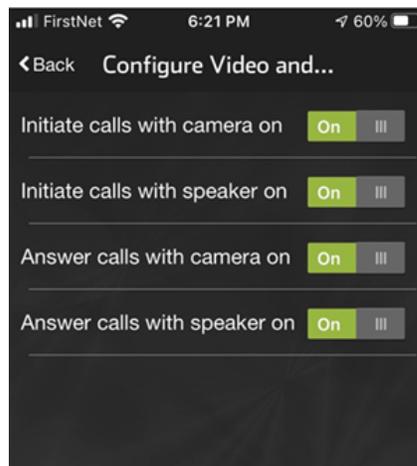
- Pulsara calling has been activated for all agencies and hospitals in the region.
- Each user must set their calling preferences for initiating and receiving calls. (This would need to be set once for your individual log in or the department login depending how your organization does it.)

STEP 1 - Configure Call Settings

- Tap Menu icon on top left of app
- Tap “Settings”
- Tap “Configure Video and Audio” under “Pulsara Calls”

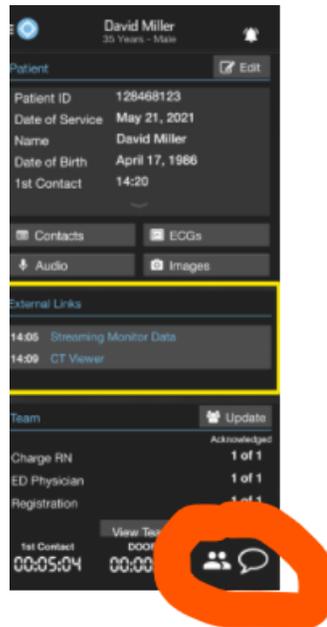


- Toggle each setting “on” or “off” based on your preferences
- It recommended to turn off the camera to initiate or answer call and just leave speaker on for both.



Step 2 - Initiate a call

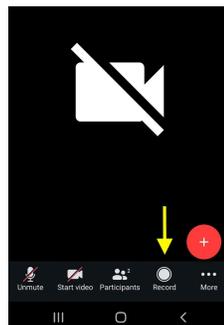
- Tap the “Teams” icon at the bottom of the channel



- Tap on the hospital name at the top
- Identify the team member you wish to call
- Tap the Video camera icon (VERY important)



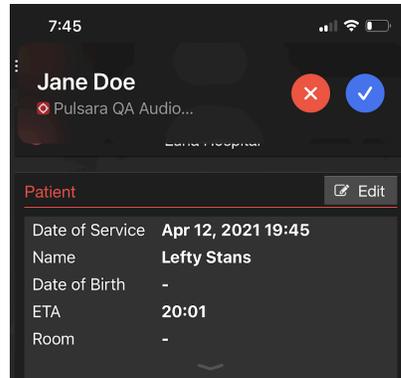
- If either party on the call wants to record the call, simply tap “record”



- To turn video on or off, simply click the video icon.

Step 3 - Answer an incoming call

- If you are in the app, simply tap the blue circle to answer, or the red circle if unable to talk.



- If you have left the app, simply answer as you would normally answer a call.

