



RELEASE NOTES

Active Participant Videos

What is it?

The active participant video functionality informs all participants when another participant has left the virtual visit and is no longer present.

Why is it useful?

There are times participants see a completely black screen when joining a visit and are unsure what is going on, or if the other participant or participants are actually there. We built this functionality to clear up confusion and improve reliability.

Feature Overview

In a visit between two participants where one leaves or is disconnected, the other participant's video will automatically fill the entire screen. In addition, a message will display for a few seconds at the top of the screen explaining that the other participant disconnected. This pattern follows common video technology patterns found in Zoom, Microsoft Teams, Google Meet, Apple FaceTime and other video technology platforms.

In a MultiParty visit when there are three or more participants and one leaves or is disconnected, the other participants will automatically fill each other's entire screen. In addition, a message will display for explaining that the other participant has disconnected. Lastly, the Picture-in-Picture's (PiP's) on the Attendees sidebar tab will reflect this as a PiP will disappear.

Example MultiParty scenario in order of events:

- *Patient starts the visit*
- *Physician joins the visit making the visit active*
- *Physician invites an attendee*
- *Attendee receives permission to join the visit and does so*
- *Patient, physician, and attendee are in an active visit*
- *Patient disconnects or leaves the visit*
- *Attendee displays on physician's screen and physician displays on attendee's screen*
- *Patients PiP is no longer in the sidebar tab*

This functionality will also occur when a participant is alone in the visit before others join and only impacts patient, physician and attendee roles. The actions that entail a user leaving or being disconnected are as follows:

Web App

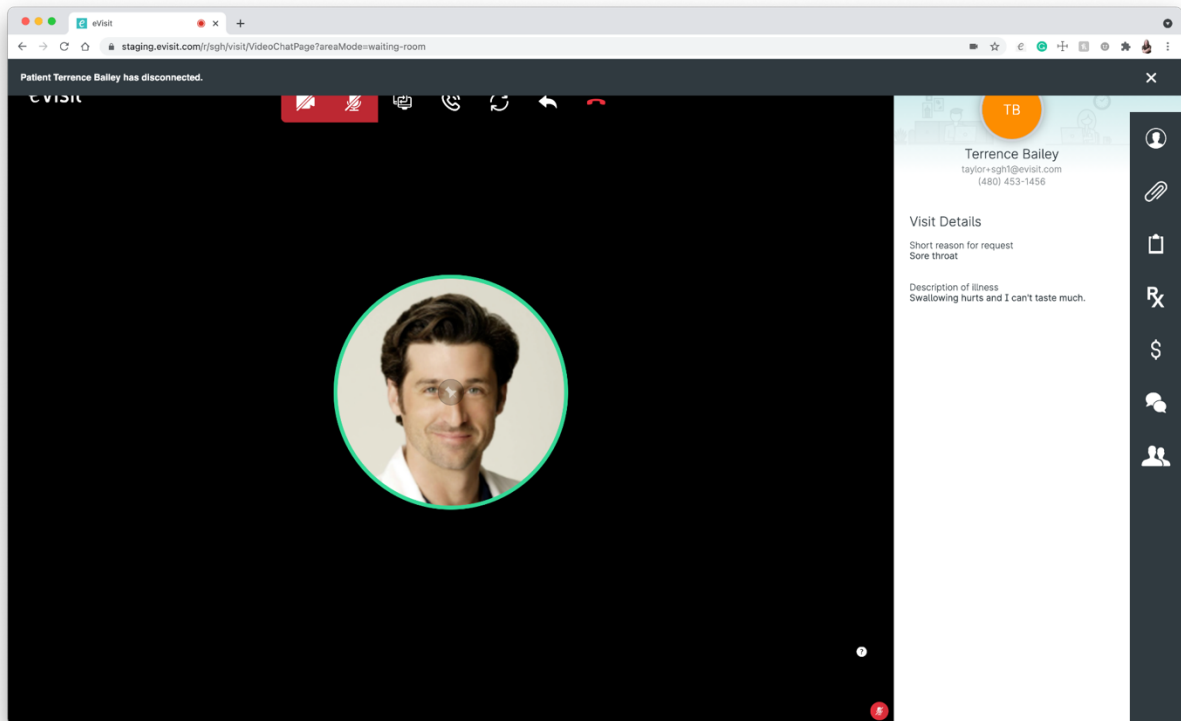
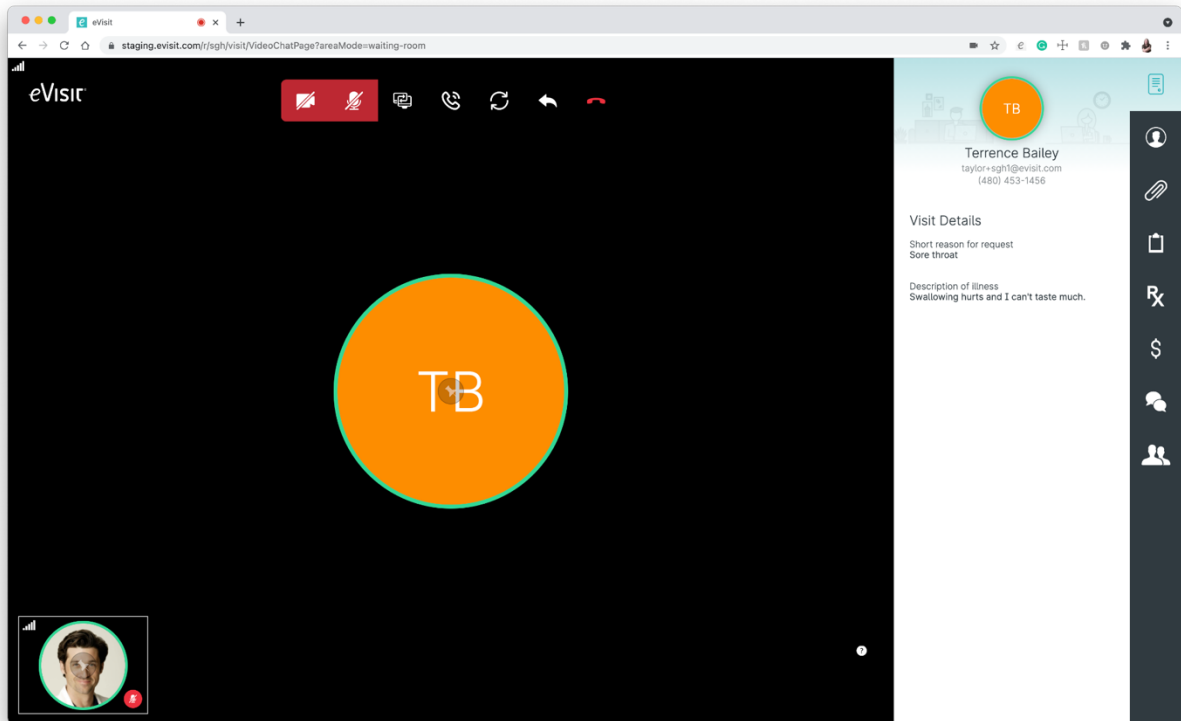
The user closes their browser or loses connection to their internet on the web app.

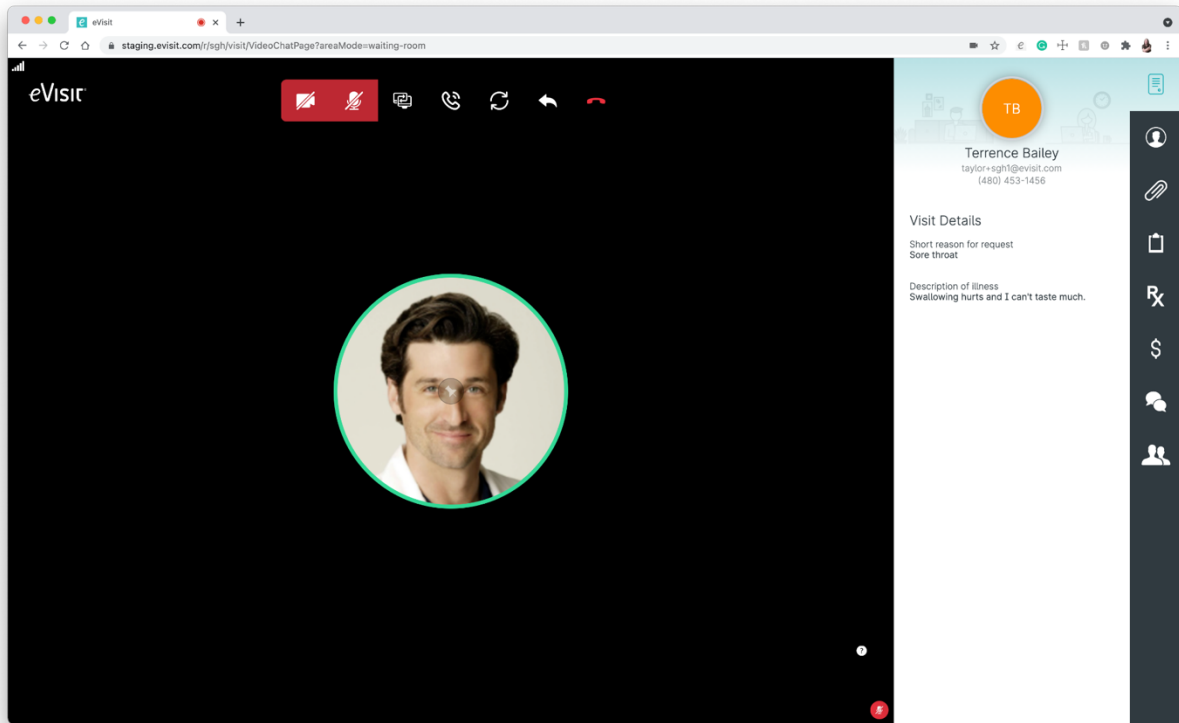
Mobile Web App

The user closes their browser; they turn their phone off, or their phone dies, or loses connection to their internet.

Mobile App

The user force-closes the the eVisit app; they turn their phone off, their phone dies, or loses connection to their internet.





How to get started

This feature will be available to all customers automatically with the release.

Additional Information

- A screen share is considered a participant so in the scenario where the physician is alone in the visit and sees their video filling the screen but then starts to screen share, the physician will become a PiP and the screen share will fill the screen. When the physician stops sharing their video feed will automatically fill the screen again.
- Silhouettes showing a user has disabled their camera will now be replaced with either the user's (profile photo) or their initials if they have not uploaded a profile photo.
 - Additionally, all black screens will be updated with profile photos or initials when users do not have a camera or have not granted access to their camera.