

Video calling in Therapieland / Gezondeboel

Manual for patients

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Getting Started

A video call will enable you to communicate with your practitioner when you cannot meet in person. Video calling with Therapieland or Gezondeboel is completely safe. This manual will show you how to get started.

If you have any questions, please contact us at info@therapieland.nl or **+31 (0)20 771 284 8**. We are here to help you!

Good luck in getting started.

How to enter the video call

First you will receive an email invitation to join the video call. Press the orange button to open the video call. You are not required to register or to download anything.



(Translation: Eva van Beek has invited you to a video call. By pressing the button you will enter the video call with him or her. Video calling with Therapieland works best when using Chrome, Edge or Opera. Therefore, we advise you to click the link whilst using one of these browsers. Orange button: Enter the video call. Kind regards, Therapieland)

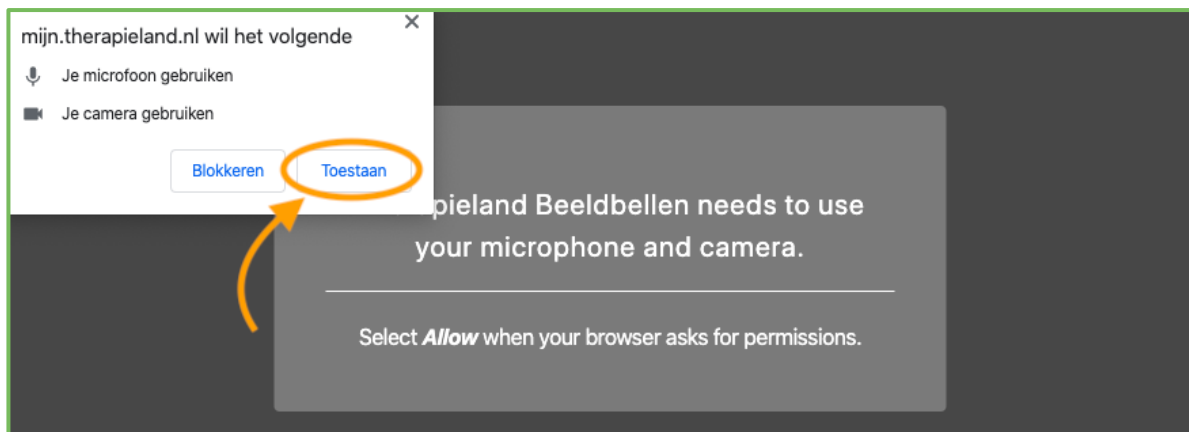
Another way to accept an invitation for a video call, is by clicking a link that has been sent to you. For example through Messages (Berichten) in Therapieland or Gezondeboel.

Attention: video calling works best when you use an internet browser like [Google Chrome](#), [Opera](#) or the latest version of [Edge](#).

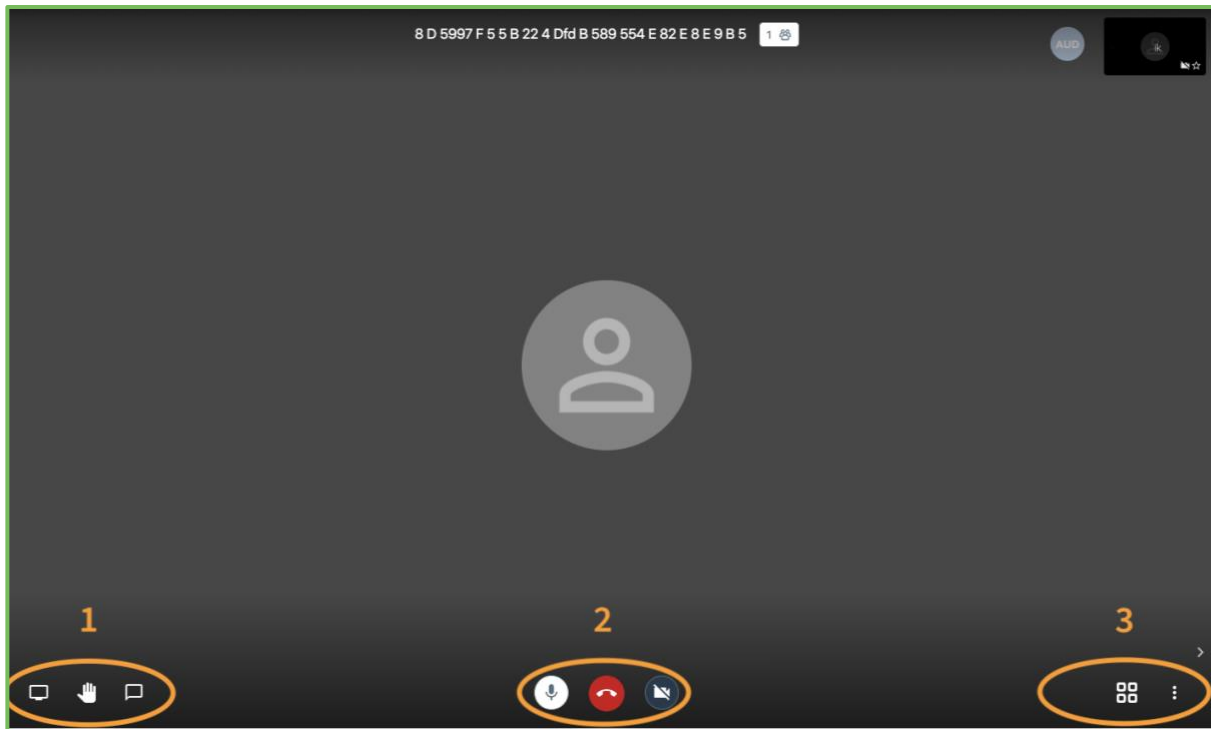
Video calling

The video call will open in a pop-up screen. It is necessary to authorize use of your camera and microphone.

If you have already authorized the camera and microphone, but still do not have a video or sound: please check if your webcam and microphone are turned on.



At the bottom of your screen you can choose from several options.



Bottom left side (1):

1. **Share your computer screen:** your practitioner will be able to see what you have on your computer screen, for example in one of the programs of Therapieland or Gezondeboel;
2. **Lift your hand:** you can draw the attention of other participants to yourself. Useful when you are in a group of participants;
3. **Chat:** by setting a nickname you can exchange messages.

Bottom middle (2):

1. **Microphone:** on / off;
2. **Red phone:** end the video;
3. **Camera:** on / off.

Bottom right side (3):

1. **The four little squares:** when there is a group of participants you can arrange the computer screens so that every participant is visible.
2. **The three dots:** several options. For example change your user name in the 'settings'.

Questions?

Questions? Please check our FAQ's (in Dutch) at <https://therapieland.nl/beeldbellen/>.

Or please contact your practitioner or our support desk at info@therapieland.nl or call +31 (0)20 771 284 8.

Good luck!

Appendix 1: Restore audio

Sometimes you start a video call, but you or the other person can't hear anything. Most of the time this has to do with the settings of video calling on your computer. In this appendix you will find the steps that you can take to restore the audio.

1. The standard checks

Is the sound volume turned on on your computer/laptop?

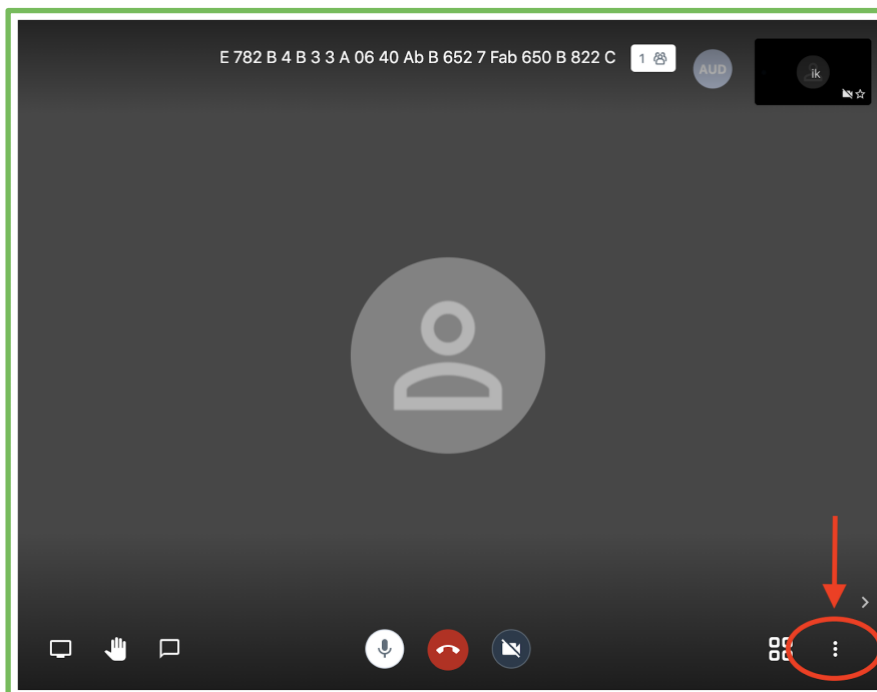
Is your computer/laptop connected with an external sound source, like headphones or a bluetooth speaker?

2. The video settings

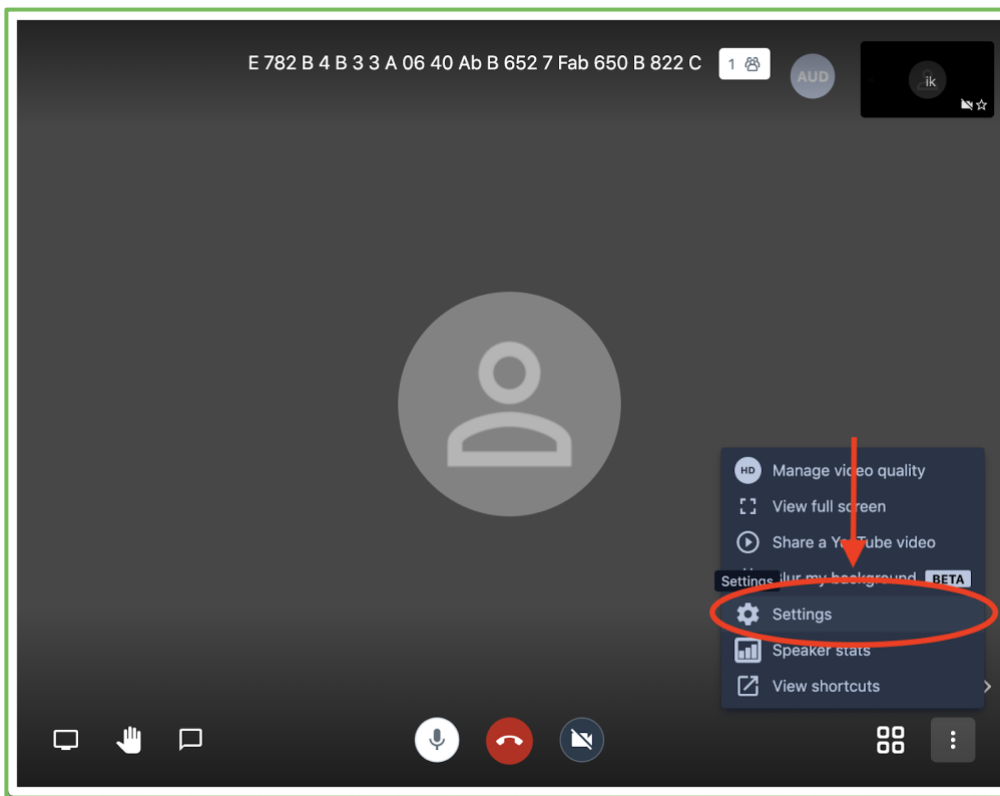
If you still don't hear anything, it's possible that you need to change the video call settings. For example when your computer/laptop is connected to an external sound source, but the sound is not turned on or not working correctly.

To check the settings of the video call, you can click on the three little dots on the bottom right-hand side. When you do that, a menu will appear and you will be able to see 'settings'. Click on 'settings' to go to sound settings.

1. Click on the three dots on the bottom right side of the screen.

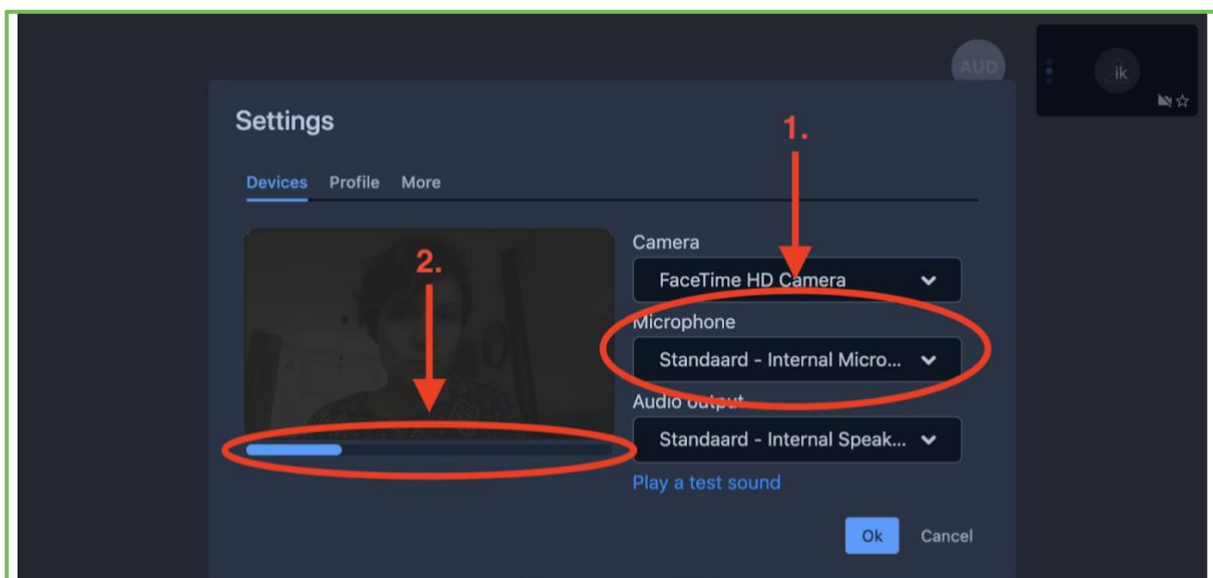


2. Click on [Settings](#).

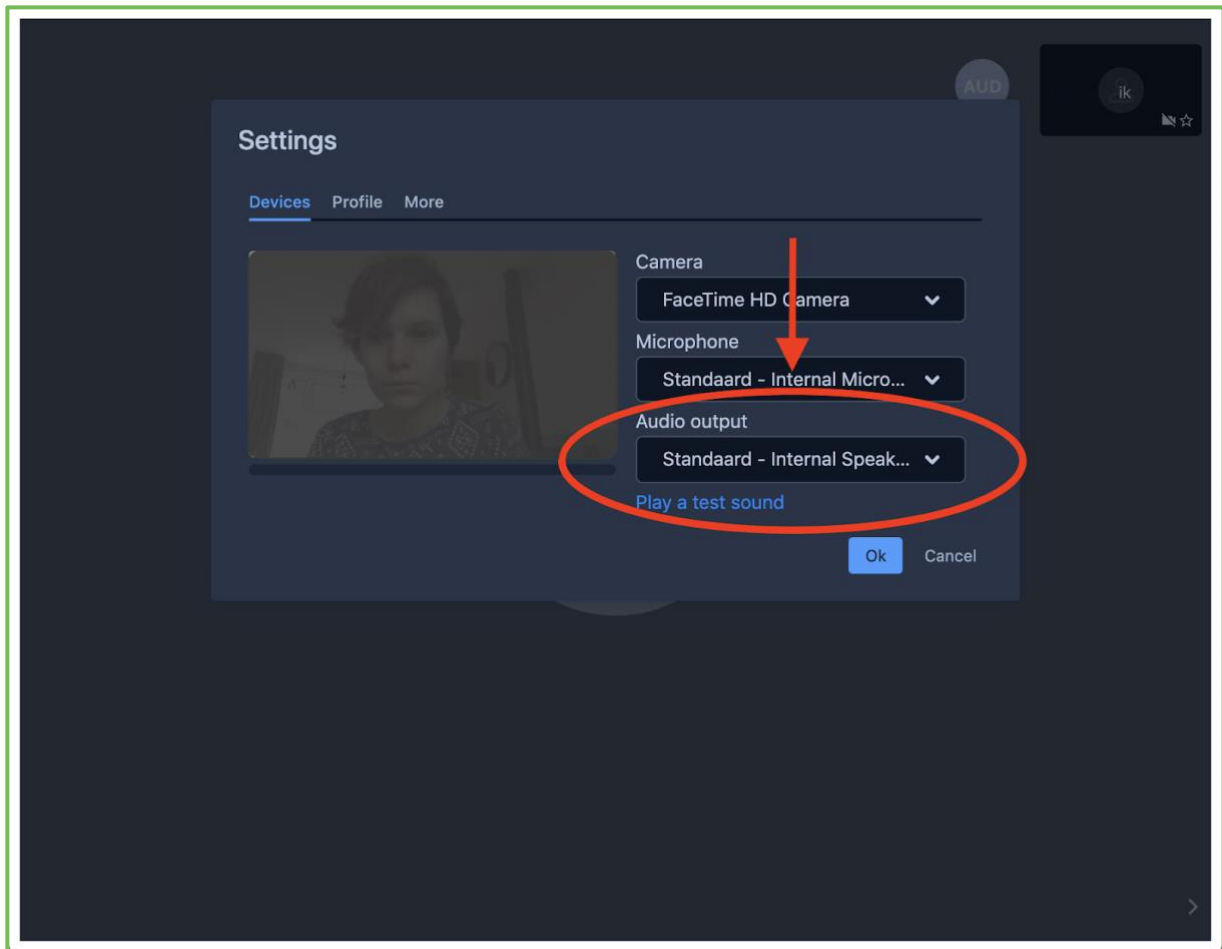


3. If the [other person can't hear you](#): check your [microphone](#).

You can click at [1.](#) to choose which microphone you would like to use. You can see at [2.](#) whether the microphone you selected can detect any sound. If the blue bar is moving, then it works.



4. If **you can't hear the other person**: check your **audio output**. On the image below you can see which device is selected to play the sound. Sometimes it happens that another device is selected. For example a bluetooth speaker or headphones. Select the right device and test it by clicking on 'Play a test sound'. Do you hear a tune? It's working!



3. The settings of your computer/laptop

Recover sound settings on [Windows](#)

- For issues with hearing a sound on windows 10: [click here](#)
- For issues with your microphone on windows 10: [click here](#)

Recover sound settings on Mac

- For problems with hearing a sound on a mac: [click here](#)
- For problems with your microphone on a mac:
 - Click on the apple icon on the top left side of your screen.
 - Select “system preferences”.
 - Select ‘Sound’ in the menu.
 - Select ‘input’ in the sound panel.
 - Check if the right device is selected (mostly this will be your internal microphone, unless you sometimes use another device).
 - Check if the input volume settings are right (left is decreasing the volume and right is increasing the volume).
 - Talk and check if you see some movement in the input bar.

Recover sound settings on iphone

- For problems with your microphone on your iphone: [click here](#)

Geluidsinstellingen herstellen op ipad

- Voor problemen met je microfoon op ipad: [click here](#)

www.therapieland.nl

Nieuwendammerdijk 528 | 1023 BX Amsterdam

T 020 771 28 48 | info@therapieland.nl