

Video Call Update 8th November, 2023

Please find information updates below regarding the healthdirect Video Call platform and Resource Centre.

Custom Virtual Backgrounds

Video Call users can now upload custom virtual backgrounds in the Video Call screen to personalise their video feed. To add a custom background, go to **Settings > Select Background** and click the camera icon. Next, navigate to the desired image on your computer or device and select it to apply in the call. Users can also select from pre-set blur and virtual background options.

Click [here](#) for more information.

This image shows a custom virtual background applied in the Video Call screen.

Please note: your self-view screen is mirrored by default and others in the call will see your screen in the correct orientation, as shown in this example.



Raise Hand in the Video Call screen

We have introduced a **Raise Hand** feature in the Video Call screen, allowing participants to signal their intention to speak. All participants in a call have the option to raise their hand to assist when multiple participants would like to talk. The host will see the raised hand in the participant's video screen and also receives an alert in the call screen.

Click [here](#) and scroll down to the **Raise Hand** section for more information.

This image shows the **Raise Hand** icon in the controls at the bottom left of the call screen. When clicked, the icon turns red and your hand is raised in the call.

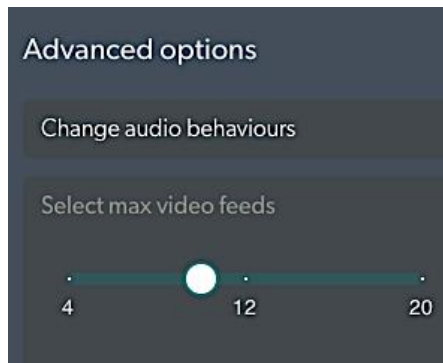


Maximum number of video feeds visible in a call

Customise your multi-party call experience by setting the maximum number of visible video feeds on your computer or device. In the **Settings** drawer of the Call Screen, under **Advanced Options**, there is the ability to **Select max video feeds**. Adjust the slider and you will see the selected number of participant video feeds in the call, with other participants merged.

Click [here](#) and scroll down to **Settings > Advanced Options** for more information.

This image shows the slider in the **Settings Drawer** to select the maximum number of video feeds visible in the call.



Reminder: Mute and pin multiple callers in the Call Manager

A reminder that hosts in a video call can manage multiple participants using the **Call Manager**. You can, for example, mute and pin selected participants in the call. To do this, open the Call Manager and enable the **Select multiple** check box. Select the participants you would like to mute or pin, to apply that selection in the call.

Click [here](#) for more information about using the Call Manager.

Healthdirect Video Call Training

The healthdirect Video Call team delivers free training sessions for all Video Call users, including health service providers and clinic administrators. **We also provide free RACGP and ACCRM accredited training for GPs** that attracts CPD points and ACCRM hours.

For more information and to register for a session please visit our [Training](#) page. Or [speak to us](#) today about how we can work with you to support Video Call training and access for your organisation.

Development priorities and upcoming features

You can visit the [healthdirect Video Call priorities page](#) to see our top ten development priorities, upcoming and completed features. Our [Coming Soon](#) page provides an overview of upcoming functionality and features. You can also check our [Known issues and limitations](#) page before making a support request, if you are experiencing any issues.

Regards,

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