

Video Visit Quick Reference for Mac

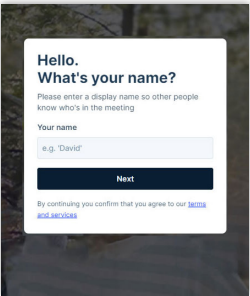
Joining a video visit as a patient or guest

You need a Mac 12+ computer with a camera, microphone, and speaker.
You also need a current browser (Chrome 126+, Safari 15.4+, or Firefox 128+).

To join the video visit, first open your appointment email and click [Start eVisit](#).

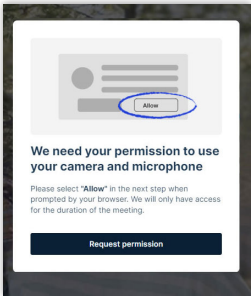
1

Enter your display name



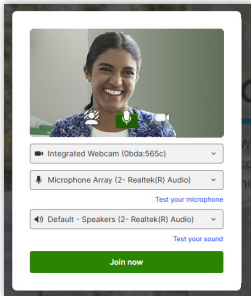
2

Allow permissions*



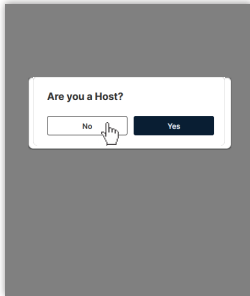
3

Check self-view & devices, then click **Join now**



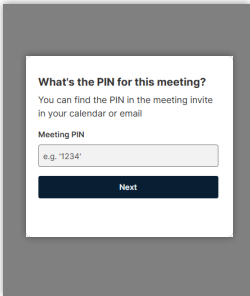
4

If asked, "Are you a host?" Select **No**



4

If a PIN is needed, enter **PIN** provided by organizer

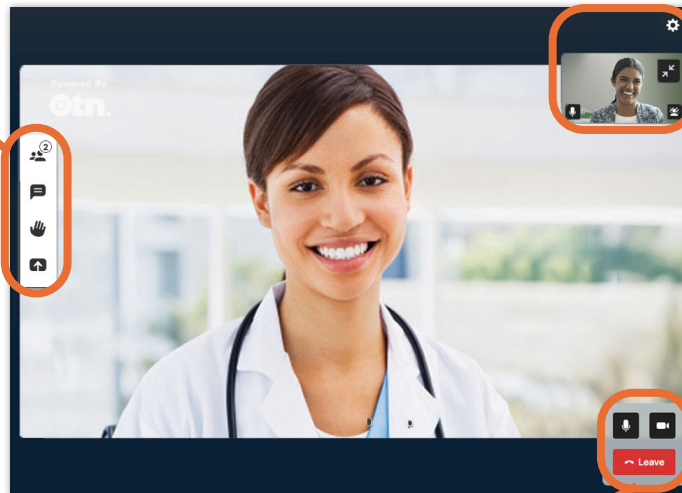


* Permissions appear only for first time use or after you clear your browser cache.

Video layout & features

Tool bar controls

- Show / hide [participants](#)
- Show / hide [chat panel](#)
- Raise a hand
(appears only when host has joined)
- [Share screen](#)
- Expand shared content to larger size (appears only when screen sharing is in use)



Settings & Self view

- [Access settings](#)
- Hide / show [self view](#)
- Mute / unmute yourself
- [Change background](#)

In-call controls

- Mute / unmute your microphone
- Turn camera on / off
- [Leave](#) Leave (disconnect from the call)

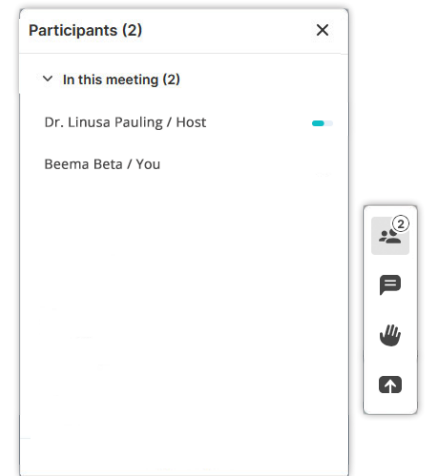
Participants panel

Open the Participants panel to view other participants in the call.

To show the **Participants panel**, click  in the tool bar.

Within the Participants panel, participants can appear with the following icons next to their name:

-  participant has muted themselves
-  participant has been muted by the Host
-  participant is not sending any video
-  participant is sharing their screen
-  participant is currently speaking (or sending audio).



Chat messaging panel

While in a video visit, you can send text messages to the group chat.

Messages in a chat:

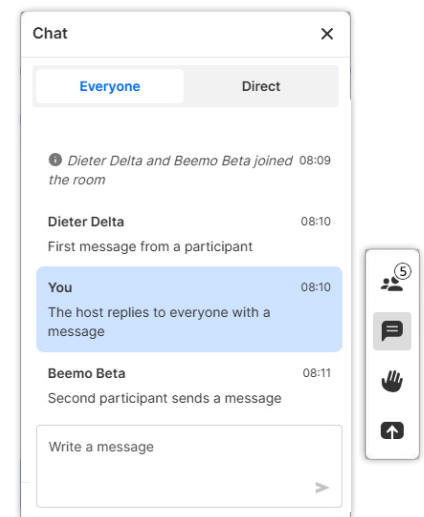
- Are available only while the video call is in progress. Chats are not logged or archived.
- Can include links that let you share published images, videos, files, or websites.
- Cannot be deleted or edited after being sent.

The Chat panel also shows when participants join or leave the video visit.

Participants see only those messages that were sent after they joined the video call.

When a new message is received, a red circle appears .

1. To show the **Chat panel**, click  in the tool bar.
2. To message the whole group, select the "Everyone" tab.
To message a specific person, select the "Direct" tab
and then select the desired participant.
3. To send a message, type your message in the "Write a message" field
and then click  or press Enter.



Share screen

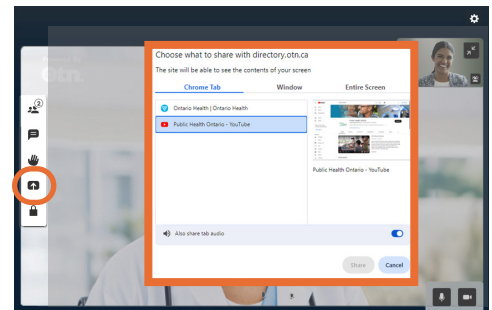
To share images or files while in a video visit, use the 'share screen' feature.

For example, if you are in a clinical video visit and the doctor needs a better view of something, you can share a photo of it while in the video visit.



For the best performance, use a Chrome browser.

1. Open the browser tab, screen, image, or PDF file you want to share. For the best viewing, maximize the window size.
2. Return to the video window and click  in the tool bar.
3. Select a sharing option: Browser tab, Window, or Entire Screen.
4. If you need to share sound for a streaming video (e.g., a YouTube video), use the "Tab" or "Entire screen" option. (Sharing a "Window" does not include sound from streaming videos.)
 - If you are sharing a **browser tab** (e.g., YouTube video), click the "Also share tab audio" option.
 - If you are sharing an **entire screen** (e.g., PowerPoint), click the "Also share system audio" option.
5. Select the desired item that you want to share.
6. To stop sharing, click the "Stop Sharing" button in the browser tab or click  in the tool bar.



Download log file

If you have issues during your video visit, Technical Support might ask you to download a log file. This file contains information about your most recent call.

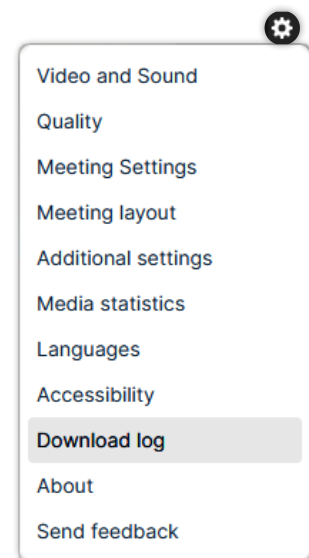
1. Click  in the top right and then select **Download log**.
2. If using a Chrome browser, a log file will be saved to your browser's default download location.

If using a Firefox browser, a popup appears asking what you want to do with the file. Select "Save File".

The file will have a name like *infinity-connect-2025-07-13T12-55-16.017Z.log*.

When reporting an incident, please provide as much information as possible. Include details about your videoconference experience and be sure to include the following:

- Time and date when you encountered the error.
- Software version and your computer's operating system version.
- Screen shots and error message pop-ups.



Self-view options

The self-view window shows the video image that you are sending to other participants.

By default, the window appears at the top right of your screen, but you can move it or hide the video. To move the self-view image, click inside the self-view and drag to a new location.

Use the self view to check:

- how the background effect will look
- that your image is centered and well lit



Mute / unmute yourself



Change background



Hide / show self view (appears when you move mouse over self-view image)



Change background effects

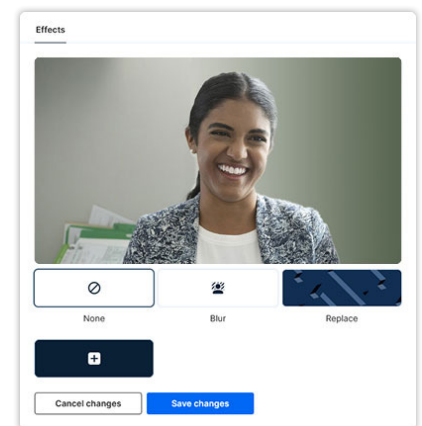
None: The default background effect. The background appears as it is without any effect applied.

Blur*: Blurs the background which can reduce distractions in your video broadcast.

Replace*: Change your background to an image of your choice.

To upload your own image, click the + button and use your computer's file explorer to locate and select a file.

- images must be at least 432 pixels high, and 768 pixels wide
- images must be 16/9 ratio or narrower
- supported formats are .JPG, .JPEG, .PNG and .WEBP
- maximum file size is 3 MB



* Note: Blur and Replace background effects use a lot of processing power which could negatively affect your video quality.

Settings panel

The Settings menu at the top right of the screen lets you adjust your personal settings before or during a call.

To view the Settings panel, click  in the top right of the video window.

After the Settings panel has opened, to cancel or hide the panel without changing anything, click anywhere outside the panel.

Video and Sound

- Shows the currently selected devices and lets you change devices for speaker, microphone, and camera.
- The green bar under the self-view shows your microphone usage. It moves when your microphone detects sound.
- **Test your sound** lets you check that the selected speakers are working properly.
- **Noise suppression:** Turned off by default. Turn on to reduce the volume of non-speech background noise in the audio you are sending to the videoconference.

Quality

- Controls the amount of bandwidth you will use for the call.
- If you are on a cellular or slow Wi-Fi connection, or if you experience low-quality video, you can change this to a lower setting.

Additional settings

- Browser close confirmation.
- Show authenticated participants.
- Camera off when joining
- Mute microphone when joining

Media statistics

- Displays diagnostic information about your call, such as the codec being used, incoming and outgoing audio and video bit rates, and how many data packets have been lost and received.

Languages

- Lets you select the language used within the app.

Accessibility

- Always display call controls. By default, call controls disappear after a few seconds of inactivity, to avoid clutter on the screen. When this option is enabled, call controls remain on the screen at all times.
- Disable app shortcuts.

Download log

- Downloads a file that contains information about the last call. See [Download log file](#) on page 3.

About

- Shows the version of the app currently in use.

Send feedback

- Open a new browser tab at a web site where you can provide feedback.

Resolving Issues

Some issues on a Mac might be due to your browser's settings.

Camera and Microphone

If Safari is set as your default browser and you use it to join video visits, you need to ensure that Safari is set to allow the video visit app to use your camera and microphone.

For instructions, see [Checking Camera and Microphone Settings in Safari](#).