



RELEASE NOTES

Adaptive Video Quality and Shutoff

What is it?

When a user's network bandwidth is reduced, they will be notified and the video quality will automatically adjust to compensate. This includes disabling video temporarily to preserve audio connections.

Why is it useful?

Poor network connections lead to poor user experiences, and sometimes, an unsuccessful visit. Automatically adjusting video quality and sometimes shutting video off helps optimize the participant's video experience based on how much network bandwidth is available for use.

When should I use it?

This message will automatically appear in-visit when eVisit detects that a participant is experiencing network bandwidth issues.

Users can expect to see video quality adjustments and possible video shutoff when some of the following events occur, among others:

- Switching between cellular data and Wi-Fi mid-call
- A user has moved further away from his/her Wi-Fi access point
- A user has moved to a location that has a weak cellular connection

How does it work?

If a participant experiences reduced network connectivity

1. Participant experiences reduced network connectivity.
2. The participant's video quality will be automatically decreased in an attempt to preserve the video stream. This will occur at the same time that the participant will see a warning icon and a tooltip saying there is an issue with their connection.
3. If the participant hovers/taps the warning icon, they will see a tooltip again explaining the issue.
4. If the connection becomes stable, the message disappears.

If a participant experiences very low network connectivity

1. Participant experiences a very low network connection.
2. Participants' videos will be automatically shut off to improve audio quality. After that, the user will see the warning banner explaining the issue.

Other participants on the call when another participant experiences the network issue

1. If a user is experiencing connectivity issues, all other participants will see the warning icon over their video window.
2. If the user hovers/taps the warning icon, they will see a tooltip explaining the issue.

How do I get started?

This feature will be available to all customers automatically.