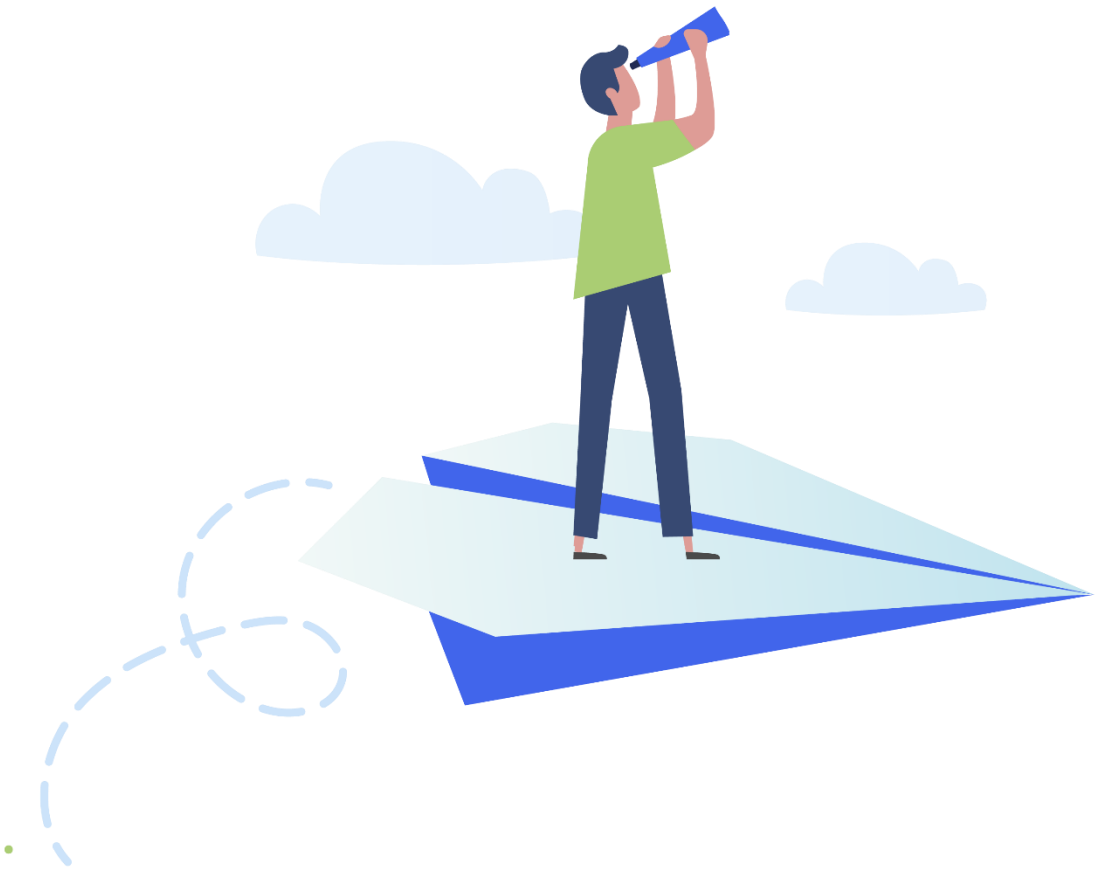
Vision Talk User Guide

Version 3.1

31 May 2023



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Vision Talk

Introduction

The **Vision Talk** application comprises of two Windows desktop functions:

- **Panic Alert** - Allows you to raise an alert message for urgent assistance which displays on all other workstations running this application, see **Panic Alert** on page **6** for details.
- **Conversation** - Allows cross workstation conversation. See **Conversation** on page **11** for details.

Points to note:

- **Vision Talk** is installed on your local machine and can be used in conjunction with Remote Desktop Applications (RDP) and hosted systems.
- **Vision Talk** is not dependent on any **Cegedim Healthcare Solutions** clinical software components and can be installed on any Windows 7 or 10 workstation.
- **Vision Talk** allows you to interact with all workstations running this application within the same local network or network switch. It cannot be used across multiple networks. This means that **Vision Talk** cannot be used between GP practice branch locations.
- **Vision Talk** cannot be used for different practices on a shared network, for example, three practices in the same building sharing the same network.

See the Vision Talk Installation Guide on the **Cegedim Healthcare Solution Knowledge Base** for details.

Logging In

Once installed, **Vision Talk** automatically starts up when you login to your workstation:

1. Login to your workstation as usual.
2. The **Vision Talk Alerts** and **Conversation** tiles display on the screen:

Depending on how you are set up, you may be presented with the **Change Username** screen. You can either:

- Select your name from the **Username** list,
- Type in your preferred username, or
- Select **Revert to Windows username**. The initial username for all **Vision Talk** users is set to the Windows username.

3. The **Vision Talk** tiles always display on top of any open applications, including remote desktop applications, for example, your remote server, so they can be accessed easily. You can dock these tiles to the edge of your screen if required.

If this is the first time that you have used **Vision Talk**, you are advised to review the **Preferences** settings where you must enter workstation identification details and can set icon transparency and colour preferences, see **Preferences** on page **26** for details. You are also advised to check your **Vision Talk** username by right clicking on the **Conversation** or **Panic Alert** tile and selecting **Change Username**, see **Change Username** on page **24** for details.

Logging Out

You cannot manually exit **Vision Talk**. When you log off from your workstation, **Vision Talk** automatically closes and restarts when you, or anyone else, logs back in.

Panic Alert

Overview - Panic Alert

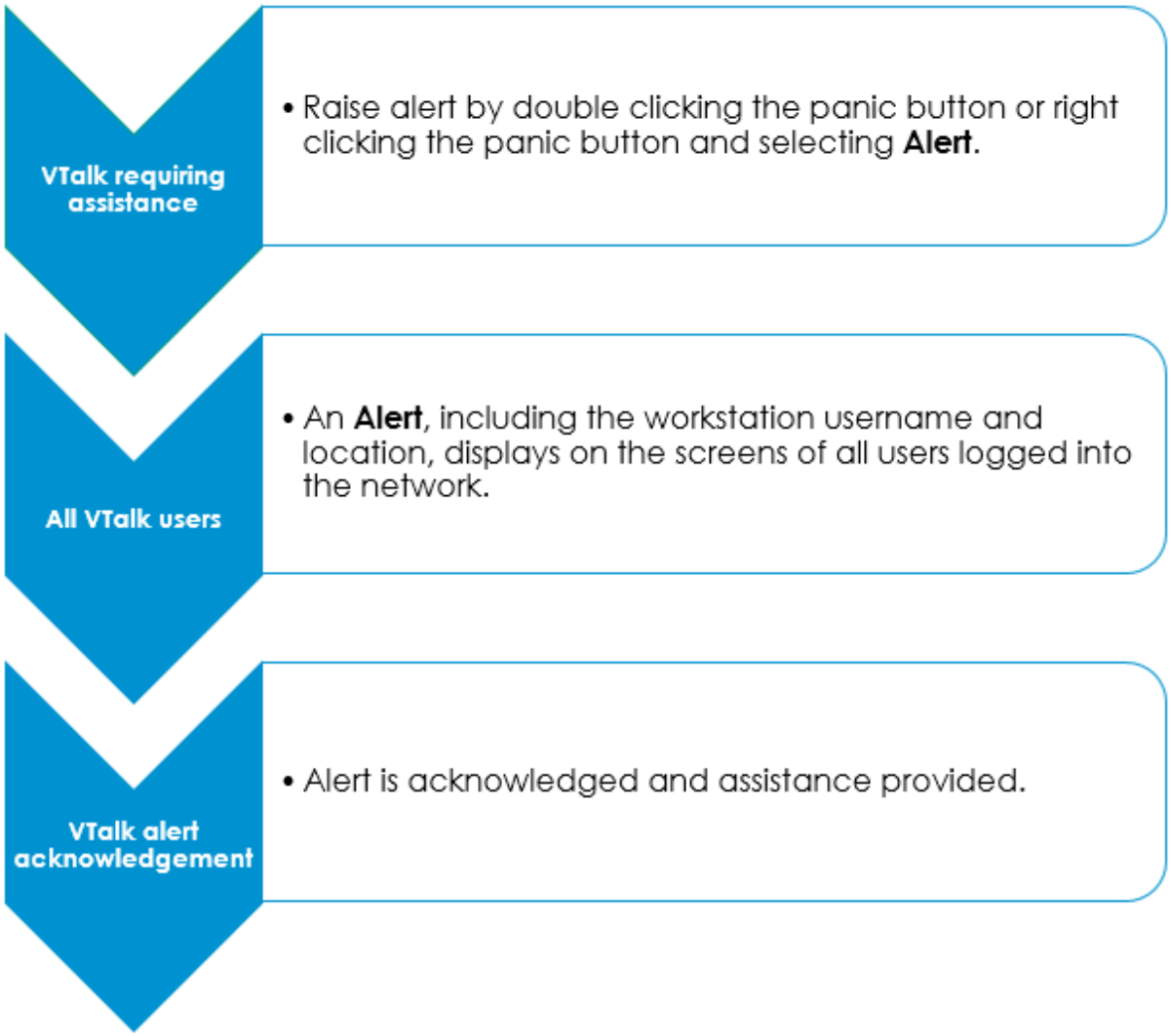
Vision Talk - Panic Alert allows you to raise an on-screen alert message if you require urgent assistance. Once activated, the alert immediately displays on all workstations running **Vision Talk** within the same local network or network switch.

Panic Alert is an independent windows application which works with hosted systems.

> **Note** - It is recommended that you test the **Panic Alert** button on a regular basis.

Workflow Overview - Panic Alert

The following chart gives a high-level overview of the alert process:



Raising an Alert

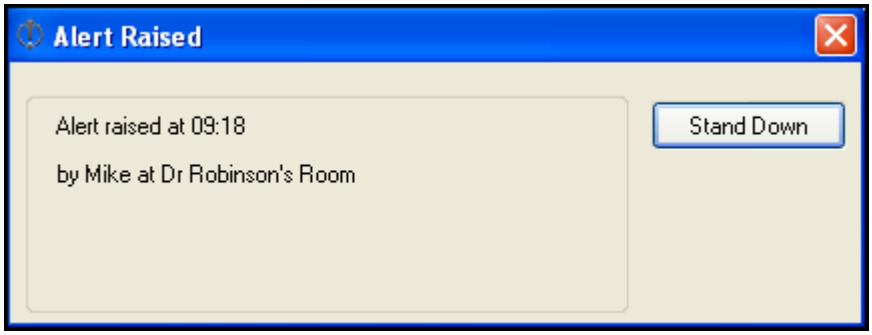
To raise an alert from your workstation:

1. You can either:

   - Double click on **Panic Alert** , or
   - Right click on **Panic Alert** and select **Alert Now**.

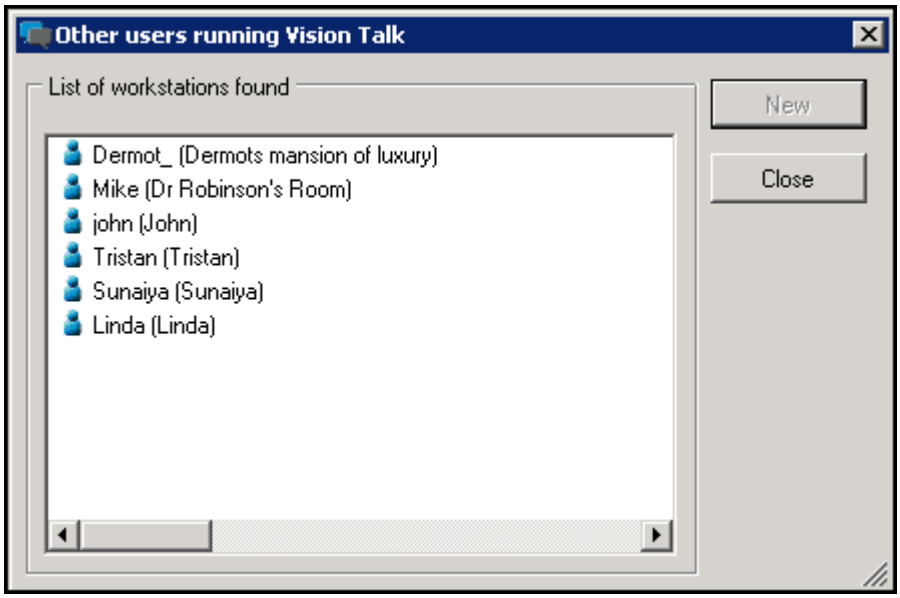
2. The alert now displays on all other workstations logged into **Vision Talk**, detailing the time, username and location of your workstation. If they have a speaker a beep sounds at 3 second intervals:

3. On your screen, the **Alert Raised** screen displays in the bottom right hand corner, the time of the alert, the workstation username and the location display:



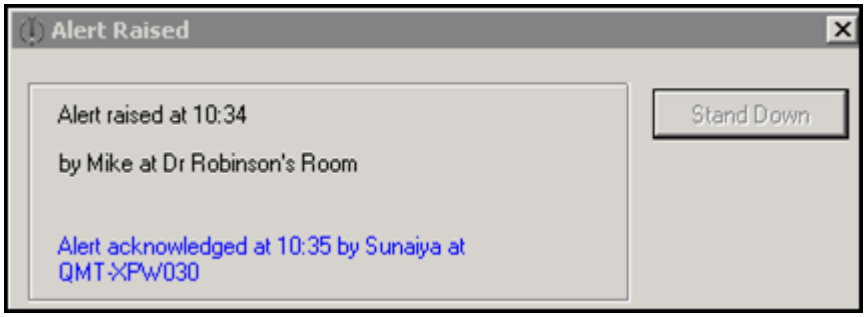
4. The **Other Users Running Vision Talk** screen also displays showing a list of users with their current status:

- Online
- Offline



Note - This does not guarantee that they are at their workstation to see and acknowledge your alert.

5. When someone from another workstation acknowledges your raised alert, your alert raised window confirms this along with the time, username and location of their workstation:



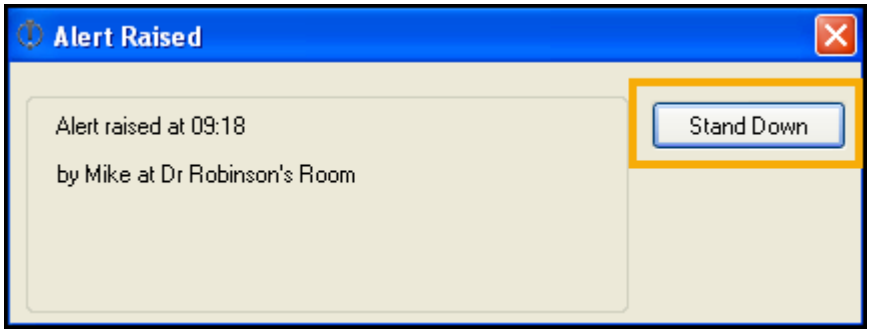
6. When you are ready to stop the alert, select **Stand Down** Stand Down. This can be selected at any time.

Please note the following:

- You are only able to raise one alert at a time from your workstation.
- If you raise an alert, you do not receive incoming alerts from other workstations during this time.
- The system allows more than one alert at a time from different workstations.
- If you receive an alert, you can still raise your own alert if need be.

Cancelling an Alert - Stand Down

To cancel a raised alert, for example, if you have raised an alert by accident, select **Stand Down** Stand Down. The alert is immediately cancelled and no longer displays on other **Vision Talk** workstations:



Receiving an Alert

When you receive an alert from another **Vision Talk** workstation, the following screen displays on your desktop on top of all open application windows:

To acknowledge the alert, simply press the space bar or select the alert message. The screen from which the alert was generated is informed that you have acknowledged their alert.

Conversation

Overview - Conversation

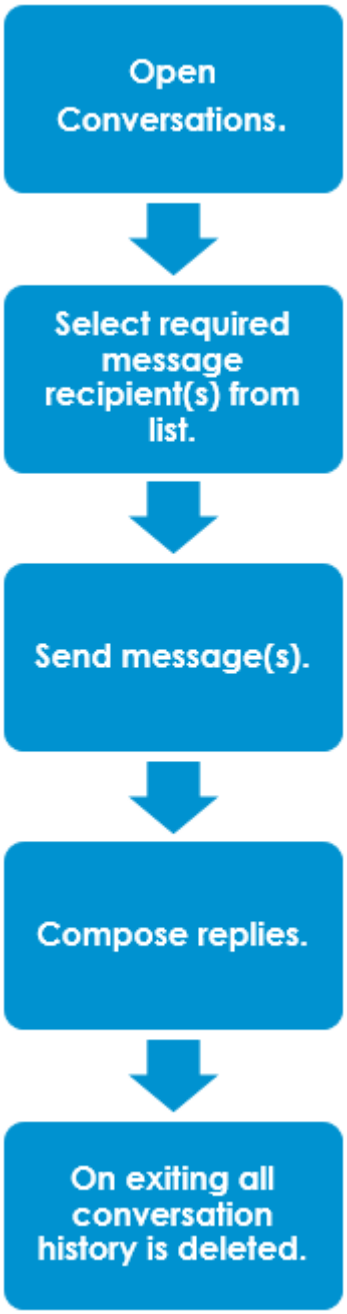
With **Vision Talk - Conversation** , you can exchange messages with one or multiple active **Vision Talk** users on the same local network. You can:

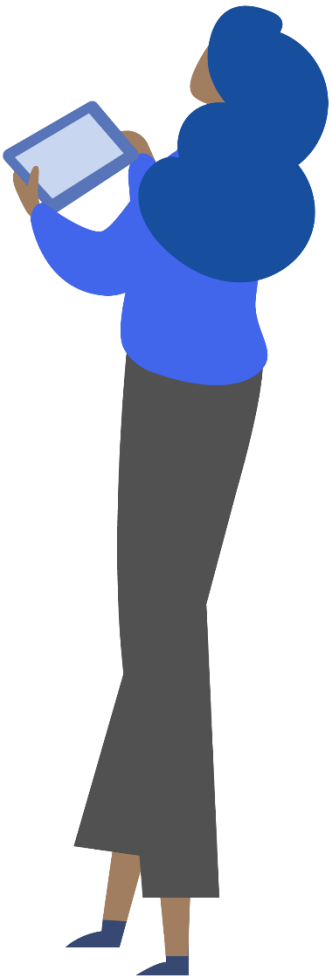
- Generate conversation messages in Rich Text format. You can bold, italicise, underline, colour red, enlarge and paste images.
- Receive, view and reply to conversation messages from one or multiple senders
- Change your online status and display name (username).
- Mark messages as **Read**/**Unread**.
- Copy messages to the Windows clipboard for use in other applications.

Conversation uses peer to peer messaging to communicate your messages. This means that there is no central store which saves or tracks conversation messages.

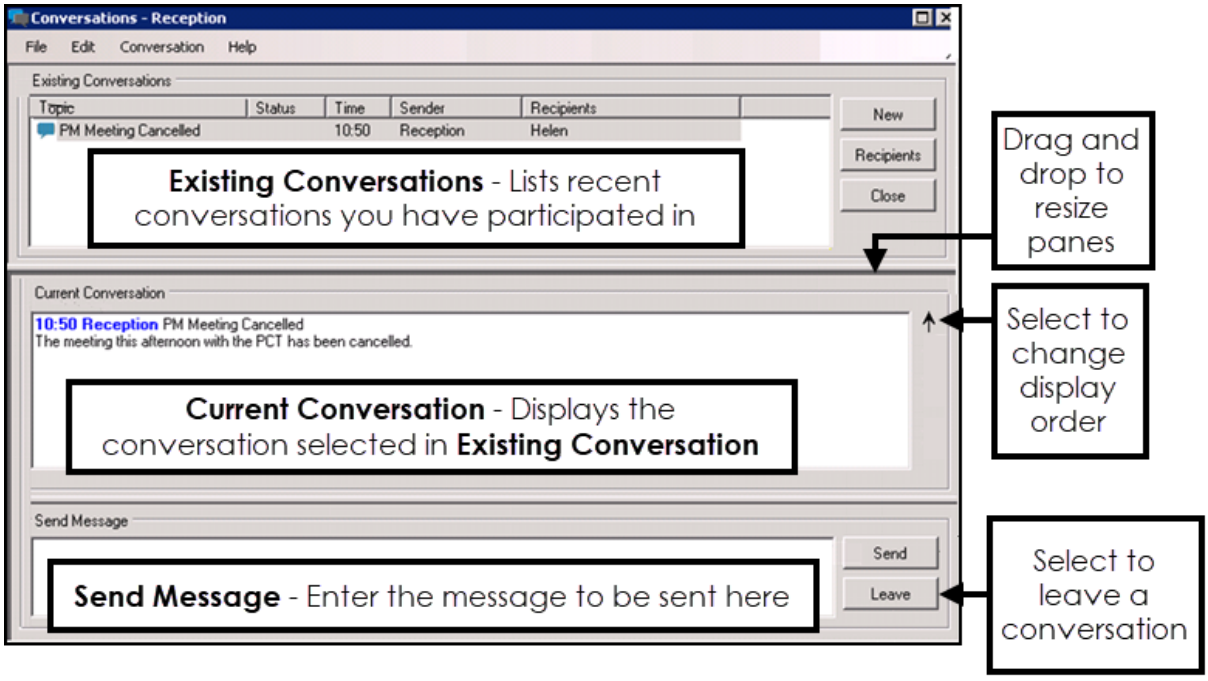
Workflow Overview - Conversation

The following chart gives a high-level overview of the **Conversation** process:





Navigating the Conversations Screen

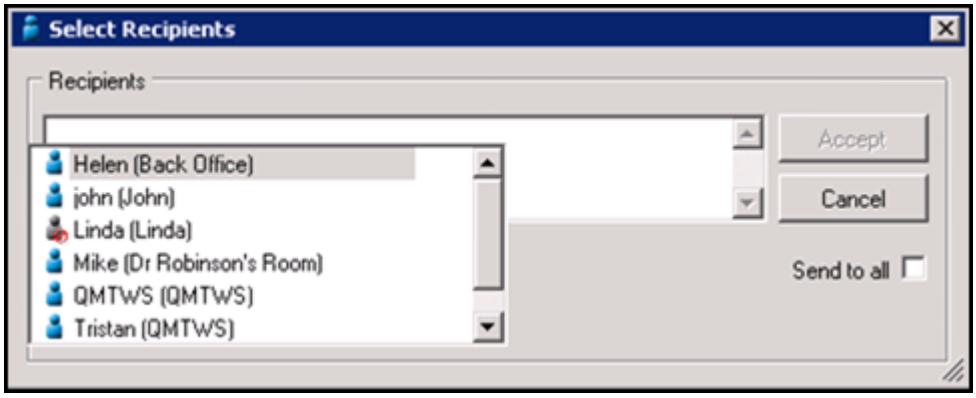


Managing Conversations

Starting a New Conversation

To start a new conversation, you need to select recipients, type and then send your message:

1. Double click **Conversation** to open the **Conversations** screen.
2. Select one of the following:
   - **New** ,
   - Press **Alt + A** on your keyboard,
   - Right click **Conversation** and select **Start New Conversation**, or
   - Right click and select **Locate Others** to view the online status of all users before composing a message.
3. The **Select Recipients** screen displays. Select the required recipients of your message by either:



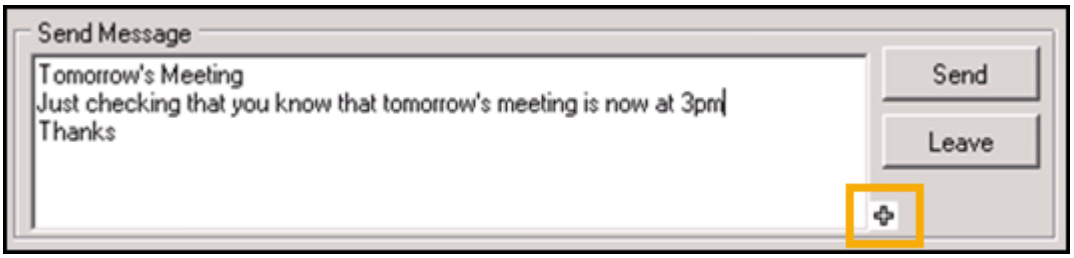
   - Starting to type the recipient name(s) and selecting from the list offered,
   - Pressing the spacebar on your keyboard and select from the list offered, or
   - Tick **Send to All** to send to all **Vision Talk** users:

Recipient usernames and locations display along with their online status, online or offline . If Windows is in hibernate or sleep mode, your name and location does not appear in the list.

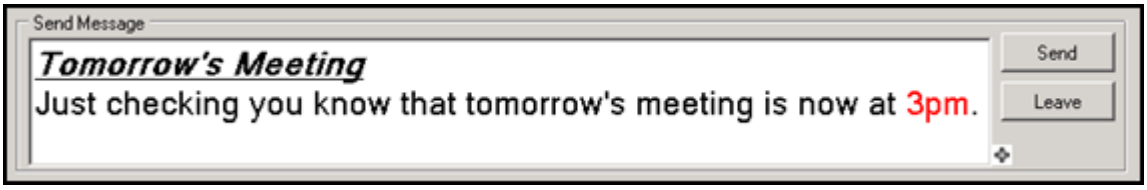
You can add additional recipients at any time during the conversation, although only new messages are sent.

4. Select **Accept**. An entry is made in **Existing Conversations** which details the time, selected recipients, your username as the sender and a status of **Not Sent:**

5. Now, in **Send Message**, type your required message. The first 50 characters of the message is the conversation topic heading. Use the **Plus** to increase your typing space:



You can format your message by using the following within **Send Message**:

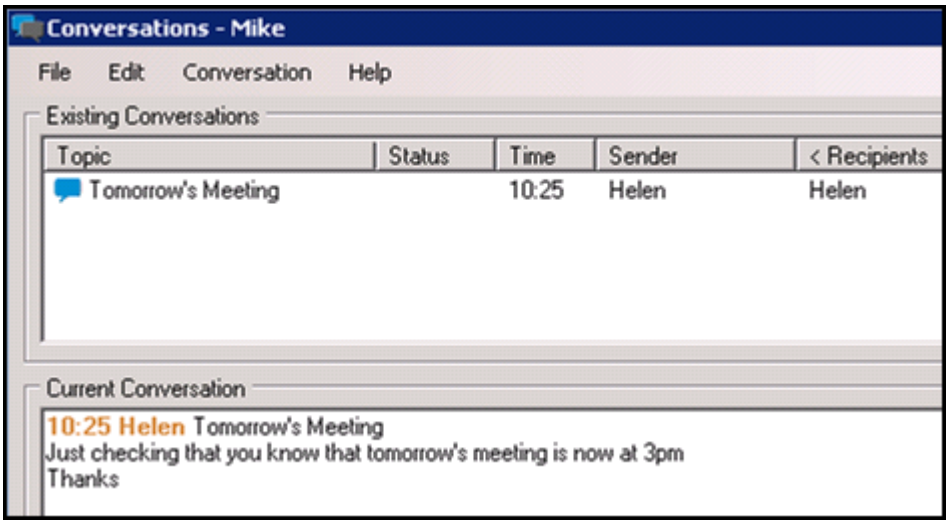


- **Bold** - Press **Ctrl** + **B** on your keyboard
- **Underlined** - Press **Ctrl** + **U** on your keyboard
- **Italic** - Press **Ctrl** + **I** on your keyboard
- **Red text** - Press **Ctrl** + **H** on your keyboard
- **Increase/Decrease text size** (this is retained) - **Ctrl** + mouse wheel
- **URLs/web addresses** display in blue underline, https://www.cegedimrx.co.uk/. You must ensure that they start with either www, http: or https//.

You can paste copied text or graphic items from most types of applications into **Send Message** but you cannot paste files.

6. Select **Send**.

Your sent message now displays in **Current Conversation** with the time and username displaying in an assigned colour. The conversation status in the **Existing Conversation** section is blank. See **Message Status** on page **20** for further details:



Receiving Messages

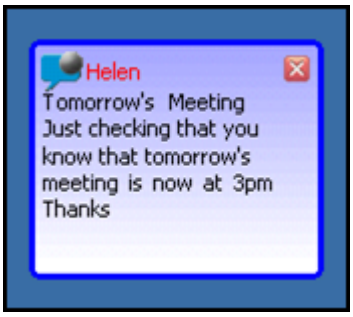
There are two possibilities when receiving messages:

- If you do not have the **Conversation** screen open when you receive a message, as long as your status is online, a notification detailing the message displays for 10 seconds.

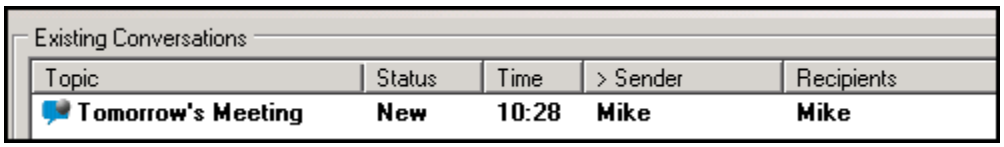
The **Conversation** tile also changes to display a dotted edge

.

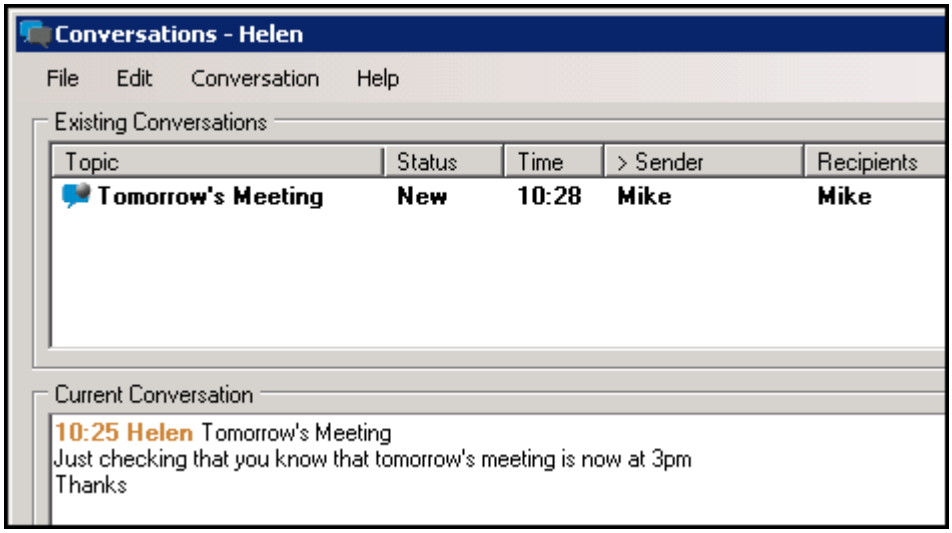
This returns to normal after you select your unread message:



- If the **Conversation** screen is open, new conversations display in **Existing Conversation** in bold with a status of **New**, see **Message Status** on page **20** for details. When a new message is added to an existing conversation, it displays in bold with a status of **New**, and the **Time** and **Sender** columns are updated:



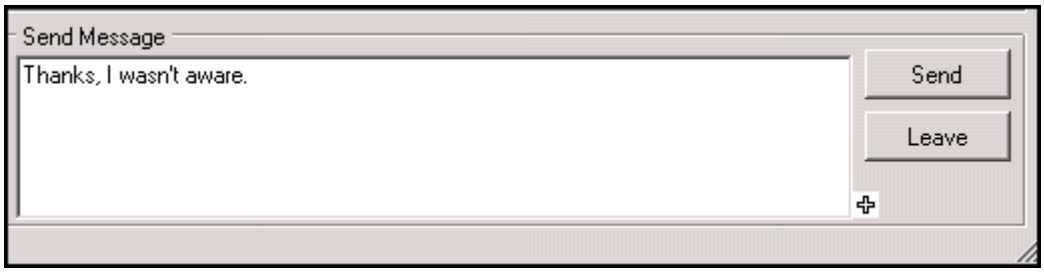
From **Existing Conversations**, you can select the conversation to view the message(s) in **Current Conversation**, you can also track all incoming and outgoing conversation messages:



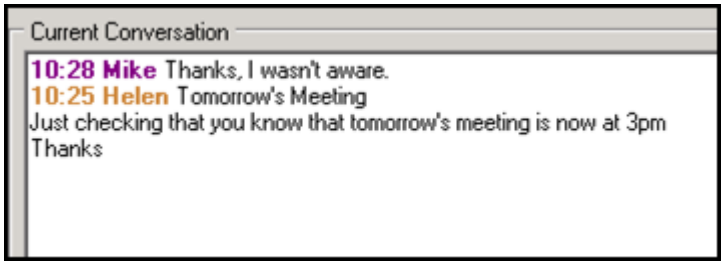
Replying to Messages

To reply to an incoming conversation message:

1. Select the relevant conversation in **Existing Conversation**.
2. Enter your response in **Send Message**, see step 6 in **Starting a New Conversation** on page **14**, remember you can add further recipients if required:



3. Select **Send**.
4. Your reply message is added to **Current Conversation** displaying the time and your username in your Conversation desktop colour. The conversation time in **Existing Conversation** updates:



Leaving Conversations

You can remove yourself from a conversation at any time by selecting **Leave**

in **Send Message**. This removes the conversation from your conversation list. Other recipients in the conversation are notified that you have left via an automated message in **Current Conversation**:

You can be re-added to the conversation by an existing recipient via the recipient list but you receive new messages only.

Removal of Conversations

Please be aware that conversations are automatically removed 1-12 hours after their last update, depending on your settings in the **Preferences** screen. See **Preferences** on page **26** for details.

Failed Messages

Sometimes messages may not reach the recipient. This can happen when the recipient has closed their workstation or set Windows to hibernate or sleep before you have had the chance to send your message:

- **For initial messages** - 'Warning: Unable to connect to nnnn, they did not receive the message' displays.
- **For subsequent messages** - 'Warning: Error sending message to nnnn, they did not receive the message' displays.

Adjusting the Conversation Panes

You can stretch or shrink any of the three conversation panes by clicking and dragging the splitter bars:

To return the panes back to their default size, select **File - Reset Form** or double click on the top splitter bar.

Message Options

Message Status

There are three status types for conversations which display in the message **Status** column:

- **New** - New or appended received conversation. The message is marked as **New** until the conversation is selected for more than one second, or is marked as read.
- **Not Sent** – A new or appended conversation text that has not yet been sent.
- **Blank Status** - Conversation messages that have are read.

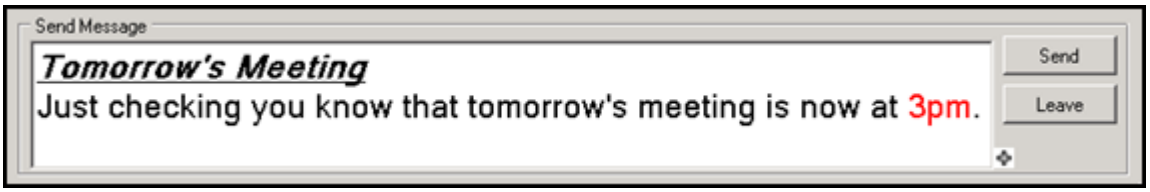
Changing Message Status to Read or Unread

You can change the status of conversation:

1. From the **Conversation** screen, select the required conversation.
2. From the menu, select either **Mark as Read** or **Mark as Unread**.
3. The conversation **Status** is now changed to either:
   - **New** (for Mark as Unread), or
   - Blank (for Mark as Read).

Formatting Your Message

You can format your message by using pressing the following combinations on your keyboard in **Send Message**:



- **Ctrl** + **B** - Bold
- **Ctrl** + **U** - Underlined
- **Ctrl** + **I** - *Italic*
- **Ctrl** + **H** - red text
- **Ctrl** + **mouse wheel** - Increase/Decrease text size (this is retained)
- **URLs/web addresses** display in blue underline, https://www.cegedimrx.co.uk/. You must ensure that they start with either www, http: or https//:

Copy Conversation

To copy the text of an existing conversation to the Windows clipboard:

1. From the **Conversation** screen, select the required conversation.
2. Select the **Conversation** menu.
3. Now, select **Copy Conversation**.
4. You can now paste the text where required.

Send on Enter

The **Send on Enter** option is enabled by default. This means your message is sent when you press **Enter** whilst typing a message.

To start a new paragraph in your message with **Send on Enter** enabled, press **Ctrl** + **Enter**.

To disable **Send on Enter**:

1. From the **Conversation** screen, select **File**.
2. Select **Send on Enter** to deselect the option.
3. Now, when you press **Enter** on your keyboard whilst typing a message, a new paragraph space is inserted. You can also use the tab key to create tabulations.
4. Use **Send** or press **Alt** + **S** on your keyboard to send your message.

Note - To re-enable **Send on Enter**, simply select **File** and tick **Send on Enter**.

Stay on Send

The **Stay on Send** option is enabled by default. This means that when you have sent a message, the focus of the cursor remains in **Send Message** for you to continue typing. To disable this:

1. From the **Conversation** screen, select **File**.
2. Select **Stay on Send** to deselect the option.
3. Now, when you send a message, focus is returned to the **Conversations** list.

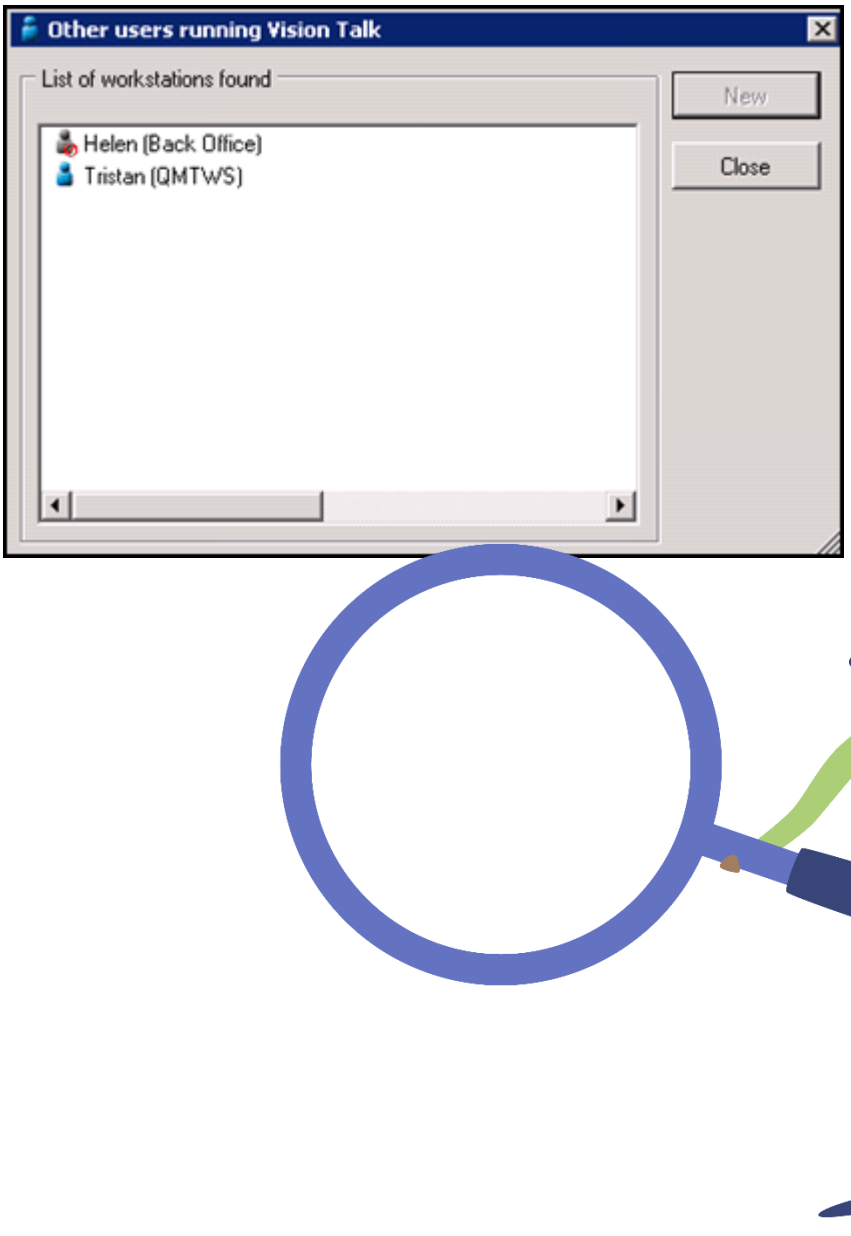
To re-enable **Stay on Send**, select **File** and tick **Stay on Send**.

Vision Talk Other Options

When you right click on **Panic Alert** and **Conversation** , you have the following options:

Locate Others

From **Locate Others** you can see who is currently **Online** or **Offline** . You can also start a new conversation from here by selecting one or more recipients, press **Ctrl** on your keyboard and select multiple recipients. If Windows is in hibernate or sleep mode, your name and location do not appear in the list:



Change Username

Your username displays as your identifier when you send and receive messages. It is especially important that you check this if you share the workstation with other people.

To change your username:

1. Right click on **Conversation** .
2. Select **Change Username**.
3. The **Vision Talk Change Username** screen displays. You can either:
   - Select your name from **Username**,
   - Enter your preferred username, or
   - Select **Revert to Windows username**. The default username for all **Vision Talk** users is set to the Windows username.

   Important - All current conversations are removed if the username is changed and other recipients are notified that you are no longer a recipient in this conversation.

   Please note the following when entering a username:
   - You cannot have duplicate usernames. If the username already exists, you are prompted to change it.
   - You cannot have a space in your username.
   - To delete a username select the name from the list and press **Delete** on your keyboard.
4. Select **Change** to update the username.

   Note - You can set **Vision Talk** to automatically prompt you to enter a username when you login to your workstation. See **Preferences** on page **26** for details.

Offline/Online Status

There are two possible statuses for **Vision Talk** users:

- **Online** - You are automatically online when you login to your workstation and **Vision Talk** starts up.
- **Offline** - Your status is displayed as offline if:
  - You are not logged into your workstation,
  - Your workstation is locked (manually or by screensaver), or
  - You have changed your status to offline (see below).

Note - Whilst you are offline, you still receive incoming messages, but the new message notification does not display.

To change your status to offline:

- Right click on **Conversation** and select **Offline**.

The **Conversation** tile displays with the **Offline** symbol. Other users can see that you are offline from the **Locate Other Users** screen:

To return your status to online

Right click on **Conversation** and select **Offline** to remove the selection.

Your status is now **Online**.

Note - If Windows is in hibernate or sleep mode, your name and location do not appear in any **Vision Talk** selection list.

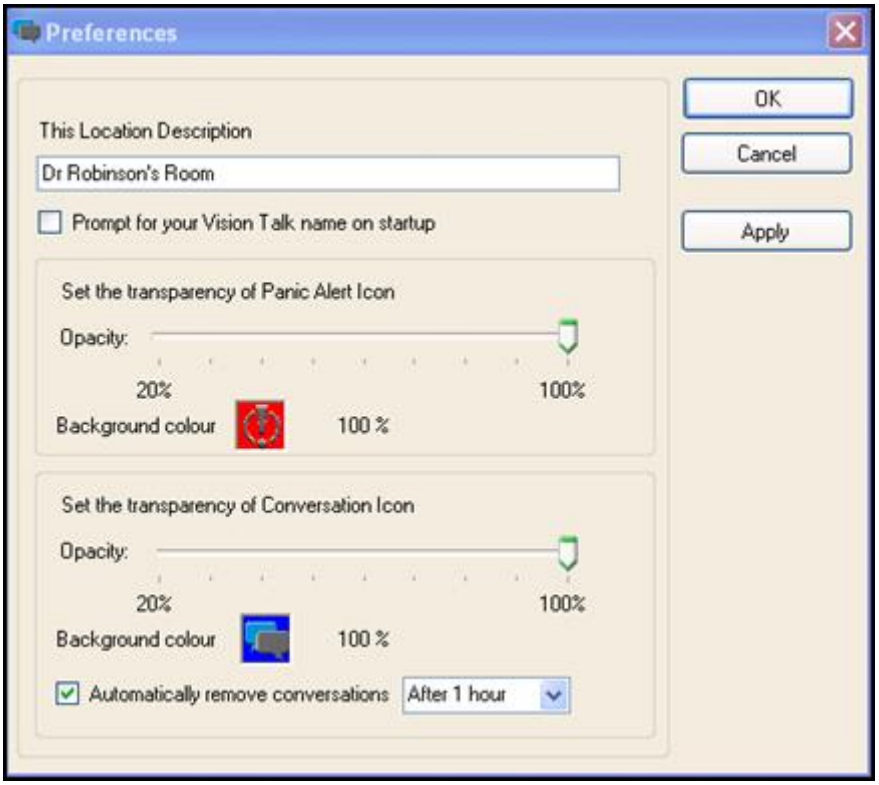
Preferences

The **Preferences** screen allows you to change:

- Location Description
- Transparency
- Background colour
- Remove conversation options

To access the **Preferences** screen:

1. Right click on either **Conversation** or **Panic Alert** .
2. Select **Preferences** and the **Preferences** screen displays:



3. Complete as required:
    - **This Location Description** - A mandatory free text entry, used to identify the location of the workstation. This displays when an alert is raised. On installation it defaults to the workstation name, we recommend you update this to the location of the workstation for ease of identification. This can be updated at any time.

Note - **Vision Talk** does not flag duplicate location descriptions. However, the location description should be unique. If you have more than one computer in the same location, add a number to the description, for example, '*Back Office 1*' and '*Back Office 2*'.

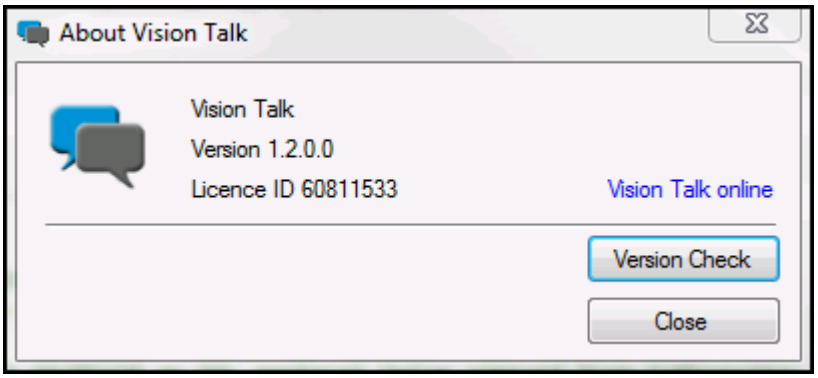
    - **Prompt for your Vision Talk name on startup** - Tick to be prompted to enter your **Vision Talk** name on start up. This is a particularly useful setting for workstations that are used by more than one person.
    - **Set the transparency of Panic Alert Icon** - Move the slider on the opacity bar to increase or decrease the transparency of the **Panic Alert** tile. Move nearer to 100% to make the colour more solid, or towards the minimum 20% to make the colour more transparent. Making the symbol transparent allows you have it on the desktop without obscuring what is underneath.
    - **Background colour** - Displays the current colour for the **Panic Alert** tile. The colour defaults to blue, select to change it.
    - **Set the transparency of Conversation Icon** - Move the slider on the opacity bar to increase or decrease the transparency of the **Conversation** symbol. Move nearer to 100% to make the colour more solid, or towards the minimum 20% to make the colour more transparent. Making the symbol transparent allows you have it on the desktop without obscuring what is underneath.
    - **Background colour** - Displays the current colour for the **Conversation** tile. The colour defaults to blue, select to change it.
    - **Automatically remove conversations** - Defaults to 1 hour. **Conversation** does not save messages, select to update the time frame to remove messages, between 1 and 12 hours. Every 5 minutes the system checks for conversations that have not received new or updated dialogue, this includes unread messages. These messages are removed from the **Conversation** list according to the time frame specified in your preference. Unsent messages are retained.
4. Select **Apply** and then **OK** to save the preference changes.

Vision Talk Updates

Vision Talk automatically checks for software updates on a regular basis. You are prompted if you need to update, please follow the instructions on the screen.

To manually check for upgrades if required:

1. Right click on one of the **Vision Talk** symbols.
2. Select **About**.
3. From the **About Vision Talk** screen, select **Version Check:**



4. A check is run to see if you are running the most up to date version. You are either prompted to download the new version, or informed that you are running the latest version.

Note - It is advised that all workstations in your organisation run the same version of **Vision Talk**.

Troubleshooting Vision Talk

Windows Firewall and Other Firewall Applications

If **Vision Talk** is unable to communicate with other instances of **Vision Talk** on the network it is most likely that a firewall is blocking the traffic.

When **Vision Talk** is installed, Windows Firewall is automatically configured so that **Vision Talk** network packets are allowed to be transmitted to and from the computer (as a Program Exception). Some Antivirus and Internet Security packages include their own firewall which may need to be manually configured to allow **Vision Talk** to work on the local network. How this is done varies for each package and you need to consult their instructions. The information you need for **Vision Talk** is as follows:

- **Application location**: C:\Program Files\INPS\Vision Talk\VisionTalk.exe
- **Port numbers and packet types**:

Conversation	Panic Alert
52737 TCP 52738 UDP 52739 UDP	52734 UDP 52735 TCP

Note - The Internet Gateway Firewall that is part of your network switch does not need to be configured for **Vision Talk**. This manages traffic between your local network and the Internet, and all **Vision Talk** traffic is local network only.