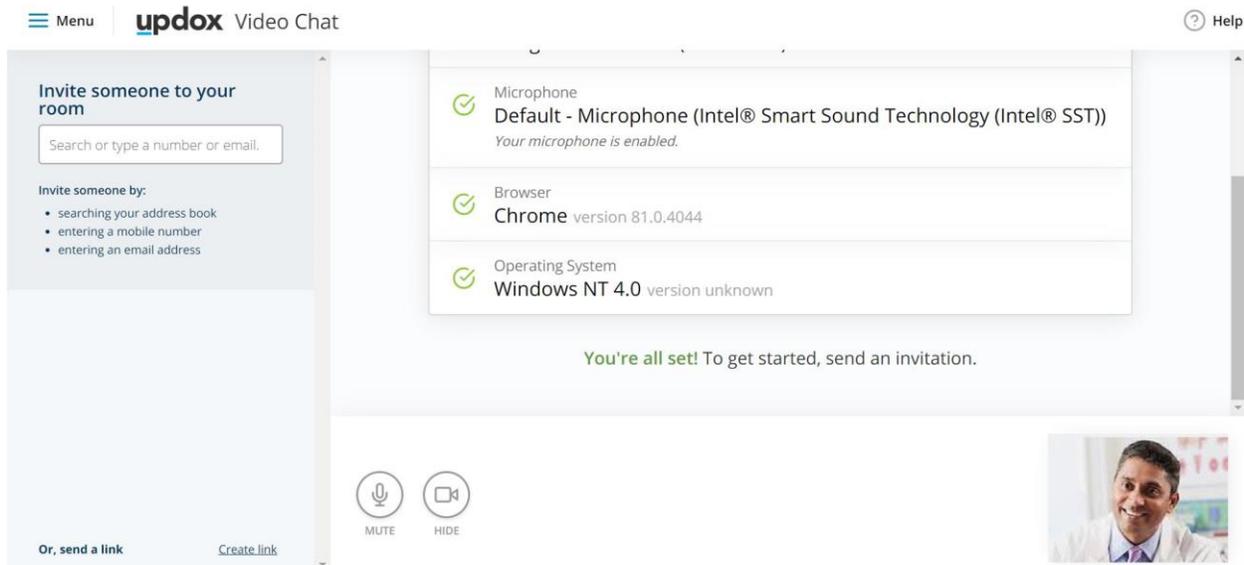
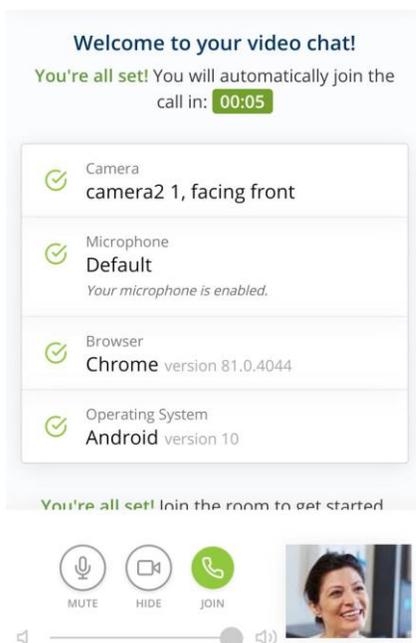


Updox has added a new feature to Video Chat functionality. This new feature, known as the “pre-flight check”, is being put in place to help users and patients better understand browser/device compatibility, as well as providing better clarity and definition when errors occur.



This pre-flight will perform a series of checks on both the user’s device and the recipient’s device, alerting them to any compatibility issues before allowing them access to the Video Chat room. If either user has any compatibility, camera, or microphone issues, the check will identify those issues, as well as offering troubleshooting tips and links.

It is important to note that this will alter the existing flow of Video Chat. Instead of being taken directly into a Video Chat room, users and recipients will now stop off at the pre-flight area. The pre-flight will check for browser, operating system, and access to camera/microphone. If there are any issues, they must be resolved before the user/recipient is presented with a green “Join Room” button or a 10-second countdown to automatically join the Video Chat room.



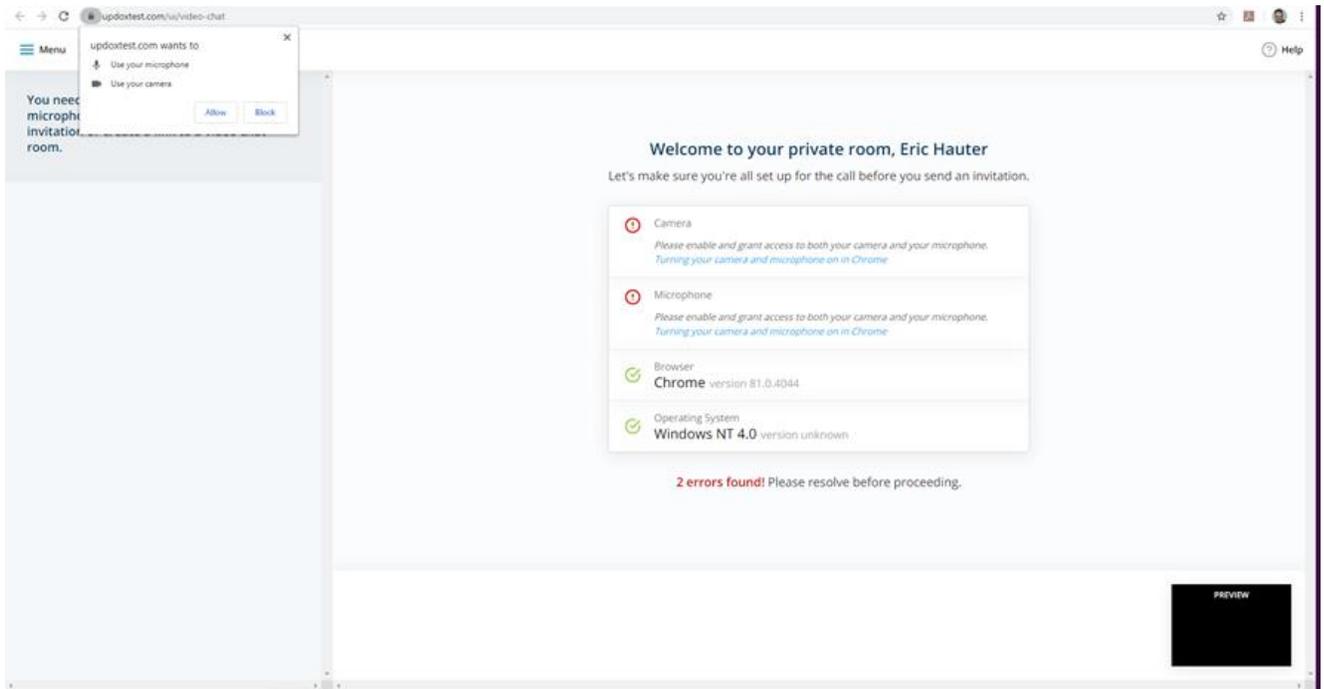
If the pre-flight detects an unsupported device or browser, the users will receive instructions on how to upgrade/change browser

Users will be able to now show/hide video, mute/unmute the microphone, and switch cameras (in iOS - Android coming soon!) before joining the room. Any selections made before joining the room will be reflected upon joining.

A “Preview” label has been added to the video thumbnail. Once the room is joined, the label will go away.

Important: Recipients still need to join the actual Video Chat room within the ten-minute timeframe. There will be a 10 second countdown that will let the recipient join the room if no action is taken.

Error State (User):



Error State (Recipient):

