Teleportivity

Teleportivity is a cloud-based customer support video platform that allows support staff to remotely interact with customers live from a teleportal device.

Contents

Access Teleportivity

If you're already using Teleportivity and are a supervisor or manager, you can submit an IT request if staff require access. Once their account is set up, they will receive an email with a link to access Teleportivity.

If your area would like to use Teleportivity, submit an IT request and ITS will be in touch to discuss your requirements.

What you need

You will need the following things to use Teleportivity:

- A teleportal device set up for your area
- Computer with microphone and camera
- Google Chrome or Mozilla Firefox web browser.

Sign in to Teleportivity

To sign in:

1. In your web browser, [open the Teleportivity website](#).
2. Sign in with your UQ email address and password you set up for Teleportivity.

Check audio, video and set up virtual background

Audio and video

To check your sound and video are working correctly:

1. Click the settings cog icon on the top right of the screen.
2. Select 'Audio & Video Check'.
3. Check your computer's camera and microphone are working:
   - Camera: Video will display in the test window
   - Microphone: The 'Input level' bars will light up when speaking.
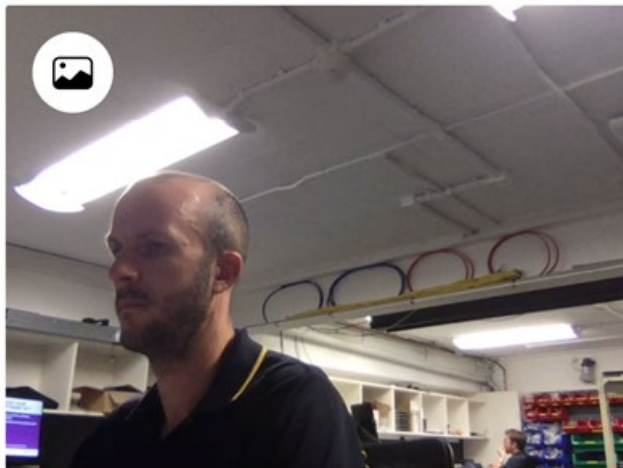
Available formats for background: .jpg,.png.
Maximum size: 5mb.
Optimal resolution - 960x720.

Virtual background

You can set up a virtual background by clicking the image icon and selecting a background from your computer.

Adjust ringer volume

To adjust the ringer volume when a call comes through:

1. Click the settings cog icon ⚙ on the top right of the screen.
2. Locate 'Notifications volume' and adjust the slider to your preference.
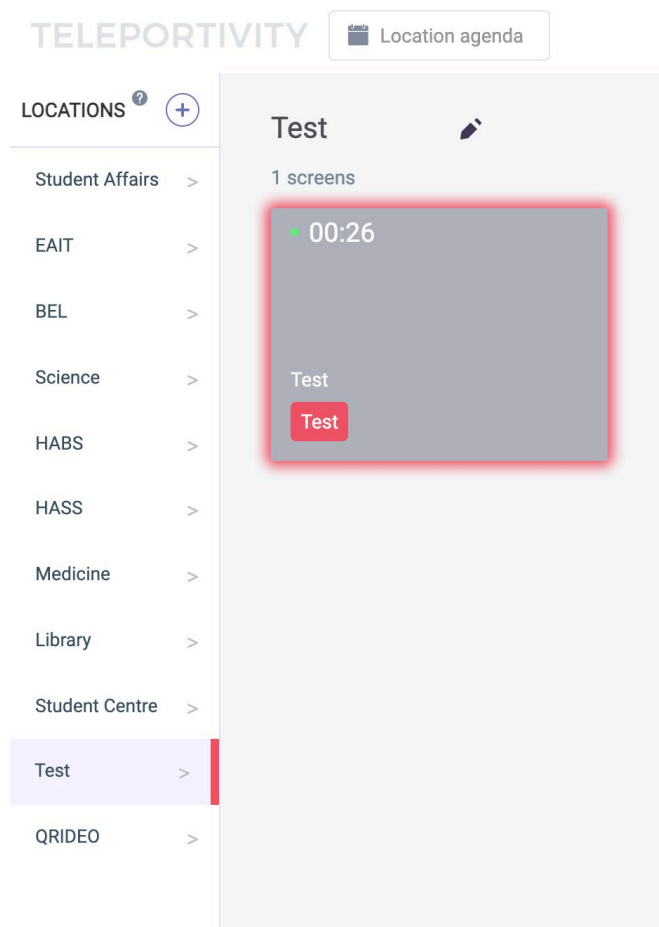
Notifications volume

Receive and handle calls

When waiting to receive a call, you should be on the location's screen. Select your location from the left menu.

When a call comes through, you will hear a ring through your computer's speakers or headphones when you are signed in.
The location that the incoming call is coming from will be highlighted red. Click on that location if you are not already in it.

TELEPORTIVITY 📅 Location agenda

LOCATIONS ❓ ⊕

| Test ✏ |
| 1 screens |

Student Affairs >

EAIT >

BEL >

Science >

HABS >

HASS >

Medicine >

Library >

Student Centre >

Test >

QRIDEO >

● 00:26

Test
Test

The screen the incoming call is coming from will also highlight red.
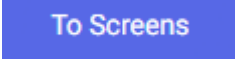To answer the call, click within the red highlighted box.
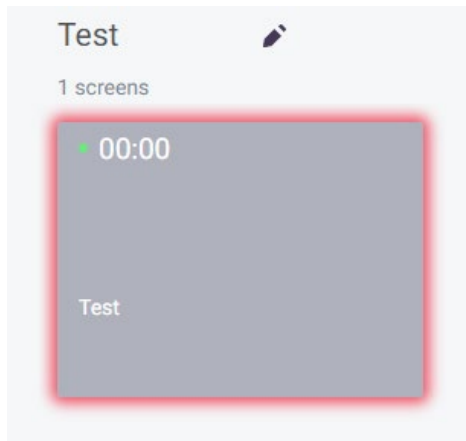
Call controls

Once you're connected to a call, you will see two video screens:

- The larger screen displays video from the teleportal the customer is calling from.
- The smaller screen displays what the customer sees on the teleportal.

On the larger screen, you will see the following call buttons:

- **Mute** – Mute your microphone.

- **Video** – Turn your video off or on.

- **Background** – Turn your background off or on. See **Check audio, video and set up virtual background** for more information.

- **Share** – Share your screen on the teleportal with the customer.

- **Pause** – Pause your call. Click Play to resume.

Other functions

- **To Screens** – Transfer your call to another teleportal. This function is currently not available to use at UQ.

- **Transfer Consultation** – Displays a QR code on the teleportal for the customer to scan on their mobile device. The call will be transferred to the customer's mobile device.

- **Direction** – Display a directional arrow on the teleportal.

- **Images** – Display an image on the teleportal.

- **Emoji** – Display an emoji on the teleportal.

Change your status

You can change your status when signed into Teleportivity:

1. Click the settings cog icon   ⚙   on the top right of the screen.
2. Next to 'Status', choose from:
   - **Online** – Available to take calls.
   - **Offline** – Appear offline. No calls will come through.
   - **Busy** – Prevent calls coming through to you.

Upload images

You can upload images to Teleportivity so you can share them with a customer:

1. Click 'Location images' near the top right of the page.
2. Click 'Add Image'
3. Choose an image to upload from your computer.
   You can upload up to 50 images.