Vision Talk FAQs

Where is Vision Talk installed?

Vision Talk is installed separately on each computer workstation on the practice network, this can also include laptop computers that are temporarily connected.

> **ⓘ** **Important** – **Vision Talk** must not be installed on Windows Servers and Terminal Servers.

What versions of Windows are supported?

Vision Talk is supported on both Windows 7 and Windows 10.

How much disk space is needed?

Vision Talk is a Windows .Net application, this requires less than 2 MB of disk space and no additional file storage is needed. If your computer does not already have a compatible version of .Net Framework installed, then this takes up an additional 300 MB (approximately, depending on which version is downloaded).

Which version of .Net is needed?

Vision Talk requires Microsoft .Net Framework v3.5 or later. The **Vision Talk** installer detects if your computer has the necessary version installed and if not directs you to a location from where it can be installed.

Do I need a Windows Account?

Like all Windows applications, **Vision Talk** requires a Windows user account with the correct local privileges to be installed. This is usually someone who is in the Administrators group. For computers installed by **Cegedim Healthcare Solutions**, user accounts usually have local administration privileges sufficient for installing applications.

We are not allowed to install applications on our computers, can you help?

If your computers are managed by a third party, for example, CCG or Health Board, you may not be allowed to install applications, or you may need to obtain permission from them to install **Vision Talk**. You need to contact the third party to make arrangements for **Vision Talk** installation.

If you need further assistance with the third party, contact your **Cegedim Healthcare Solutions** Account Manager.

Do I need to order a separate licence for each of our practice branches?

No. A **Vision Talk** licence is valid for all the computers at your practice, across all branches/locations.

You are not allowed to share your **Vision Talk** licence with other practices or organisations.

How many users does Vision Talk Support?

There is no preset maximum number of users in **Vision Talk**. When you order **Vision Talk** you are asked for the number of computers you want to install it on. This should include the computers at all your practice branches/locations where you want to use the product. When the licence is created the number of activations is set.

Can I change the number of computers I want to install it on?

Yes. If you underestimated the number of computers you have when you ordered **Vision Talk**, or have since added new computers, we can increase the number of allowed computers for your licence. Call the **Cegedim Healthcare Solutions Helpline**; there is no additional cost for this.

For how long is the Vision Talk licence valid?

Your **Vision Talk** licence has no expiry date. If you no longer want to use **Vision Talk** then let your Account Manager know. We stop invoicing you for the annual support fee and your licence is revoked. After this, **Vision Talk** no longer works and should be uninstalled from each computer.

Can I have my Vision Talk licence details again?

Your **Vision Talk** licence is sent to you when you order the product. If you have lost this information, call the **Cegedim Healthcare Solutions Helpline** who can send the details again.

Does Vision Talk work with hosted (managed) systems?

Yes. Although **Vision Talk** is installed on your local computer, you can use the product whilst you are connected to your hosted **Cegedim Healthcare Solutions** system. **Vision Talk** is always on top of your display so you can see new conversations coming in, can send new conversations out and raise and respond to Panic Alerts.

Does Vision Talk need Vision 3?

No. **Vision Talk** works independently to **Vision 3** and can be used on computers that do not have **Vision 3** installed.

Can Vision Talk be used in branches?

Vision Talk can be installed across a single network, which includes branch sites. Alerts are triggered on all workstations regardless of the location.

Where do I go for Vision Talk support?

Call the **Cegedim Healthcare Solutions Helpline** for all **Vision Talk** problems and questions.

Is there a trial period for Vision Talk?

No. If you decide you do not want to use the product within 30 days of ordering it, let us know. We issue a credit for the initial product cost and revoke your licence. You are not charged any further for it.

Does my Firewall need changing for Vision Talk?

No. Your internet gateway firewall, usually supplied by BT or your local communications supplier, manages network traffic between your local network and the Internet. **Vision Talk** network traffic does not go beyond your local network.

If you have a firewall application installed on your computer (Windows Firewall is the most common) then this may need configuring to allow **Vision Talk** to communicate with the rest of the network. The **Vision Talk** installer automatically configures Windows Firewall to allow **Vision Talk** to work. If you have another firewall application then you may need to configure it manually for **Vision Talk**. The information you need for this can be found in the **Vision Talk** Installation Guide.

I am running Vision Talk but there are no users listed when I start a conversation

This is most likely to be caused by a Firewall on your computer blocking **Vision Talk** network messages. The Installation Guide gives you the information you need to add to the Firewall configuration to allow **Vision Talk** to work correctly. The method for doing this is different for each Firewall, contact the organisation that supports your desktop security if you need assistance.

Can I save my messages?

No. Messages cannot be saved in the **Conversation** application. You can set when you want messages to be removed in the **Vision Talk Preferences** screen, see the **Vision Talk Installation Guide** for more details.

Can I change how the Vision Talk icons display on the screen?

Yes. You can set the transparency and background colour of the icons in the **Vision Talk Preferences** screen, see the **Vision Talk Installation Guide** for more details.