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VIDEO DIAGNOSIS
Tech Guide

Use this document for quick reference with **New Account Set Up**, **Managing Streem** , and troubleshooting issues with our **Technology Frequently Asked Questions**.

Accessing Streem

Streem® video chat technology works best on Google's Chrome browser. If you do not have Chrome on your computer, you can download it by visiting: https://www.google.com/chrome/ and then choosing "download Chrome."

On your mobile device you can use a web browser, or you can go to download the Streem app from the app store. Once your account has been created, click on "Pro Account Login" in the upper right-hand corner of your screen and enter your username (email address) and your password.

New Account Set Up

When you sign up for your account you will be given a unique URL to specific to your account. The URL is the address you enter at the top of your web browser (e.g., Chrome) to open a specific webpage. Streem is run on your computer's web browser and is opened by simply entering your Streem URL.

1. **Creating your account** – simply reach out to your field manager to request a Streem account. You will receive an invitation to sign the usage agreement. Once you've signed the agreement you will receive an email confirmation with instructions for setting up your account.

   a. When creating your account, you must use unique email addresses for each user

   b. Enter every user you are aware of at the time of setup

2. **Adding/removing users after initial account creation** – you can do this by submitting a ticket through https://support.streem.pro/hc/en-us.

   a. Click on "Submit a request" in the upper right-hand corner

   b. Enter your email address and company URL – this is the link you use to access your Streem account on the web

   c. Subject = Add/remove users

   d. Enter the names and email addresses of the users in the Description box

e.　You can skip the last few questions from here

　　　f.　Click "Submit"

3.　**Practicing** – you are welcome to practice as much as you want. Just be sure to indicate the record is a test in the reference number.

Managing Stream

Pro Tips

- **Save the Stream Video**
When you complete a Stream video session you'll need to save the recording.
  1. Find the **share link** in the upper right-hand corner 🔗
  2. **Copy that link** and **paste it into the customer record**. You will have access to this Stream for as long as you have your account. And you will be able to easily reference it in the future as needed.
  3. **Please note** it is critical that you use the share link in the call log specific to the record you want to enter into the customer record. If you copy/paste the link within the web browser, you will not be able to view the video.

- **Download the Stream Video**
If you prefer to download the media, simply find the Stream session in your call log, then:
  1. Right-click on the video and select "Save video as"
  2. Right-click on the images and select "Save image as"
  3. **Please note** the files are very big and will take up storage

Technology Frequently Asked Questions

Which browsers are recommended/supported?	Streem is optimized for Google Chrome and is therefore our recommended browser. Mozilla, Firefox, and Safari are also supported. Microsoft Edge and Internet Explorer are **not** supported.
What browsers can my customers / end users use?	On iOS devices Safari, and on Android devices Chrome
Does Streem work mobile-to-mobile or on a tablet/iPad?	Yes. Just open one of the recommended / supported browsers on your mobile device and go to your specific Streem URL to login.
Why does the Streem freeze when my customer rotates their phone to landscape?	This is a known issue with how iPhone's browser (Safari) handles landscape mode. When the user rotates their phone to the right (clockwise) the video feed becomes frozen. To resolve this, have the end user (Customer/Contractor) rotate their phone the other direction (counterclockwise) ensuring that when the phone is rotated the camera is at the top of the screen. Video will resume.
I forgot my password; how can I recover it?	You cannot recover a forgotten password, but you can reset your password. Go to the login page you were provided when you signed up and click on the "Forgot Password" button. You will be prompted to enter your email address, and a password reset email will be emailed to you. Follow the directions in that email to reset your password.
Why don't my recordings show up automatically in the call log?	The recordings take a few minutes to finish processing and downloading to the call log. The placeholder represents that a recording is present on the server and will be surfaced shortly. You do not need to wait.
Why can't I view the photos immediately after they are taken?	The photos can be viewed immediately after being taken. A user is able to scroll down on the page during the live Streem call and verify that the photo was captured and is to the quality they require.
Why does my screen sometimes turn black when I am connected with a customer/contractor?	This will happen when the customer places their mobile browser in the background of their device. An example would be receiving and opening a text message.
Why can I only hear one side of the conversation or none of the conversation?	If you are engaged with the customer on the telephone, then their microphone is already in use and Streem will not capture the customer's end of the conversation. Furthermore, if you do not have a microphone on your computer the Streem application will not pick up your audio either.

How can I hear both sides of the conversation on the recording?	After you've spoken with the customer and have agreed to use Streem you can disconnect the call and send the Streem invitation. Once the invitation is accepted and the customer starts the Streem you will be able to communicate through the Streem app. The Pro User (your staff) must have a microphone on their computer for this to work and the customer must grant access to their microphone. If you've got a customer reporting a strange noise this is the best way to engage them.
How can I test using the technology?	You are not limited in the number of sessions. Use the Reference Number to indicate it is a test or a demo so that you can easily identify your videos.
How about the quality of the video and Streem shots (photos)?	Video and Streem shots are dependent on the strength of the customer's connection and the quality of the camera on their phone. When Streem shots are taken it uses the customer's camera. If it is an older phone the photos will likely be grainy.
Do I take the pictures or does the customer?	There is a camera icon in your Streem window which takes a photo when you click on it. You (the Pro user) take the pictures using the customer's phone.
How do I get technical support?	Please visit **Streem support** for helpful information, FAQ and the ability to submit a ticket for assistance. Someone will get back to you as quickly as possible!
Can we put a copy of the video in the file?	You can paste the link to the video into your customer's record.
Is there a limit to the length of the video?	No. It will affect the length of time it takes for the video to process, but you can record as long as you need to.
Is this integrated with the home warranty contractor portal?	Not yet. Once we have integrated, we will let you know.
Do I need to download an app?	No. For both the Pro and the customer it is a web-based experience; no downloads required. You can download an application to your phone for easier access. Just go to your ap store and search for Streem.
I am encountering login issues	Frequently this will be related to unsupported browser issues. For the best experience, please use Google Chrome. Mozilla, Firefox, or Safari.
The customer can't hear me when we are connected through Streem	If you are on a mobile device, ensure that your selected browser has been granted permissions for your microphone. If you are on a desktop, please check your microphone settings. Sometimes disconnecting the Streem and re-inviting the customer will solve this problem.