


# Make a One-to-One video call

Call an online contact in your XpertEye contact list to fully leverage the solution.

## Prerequisites:

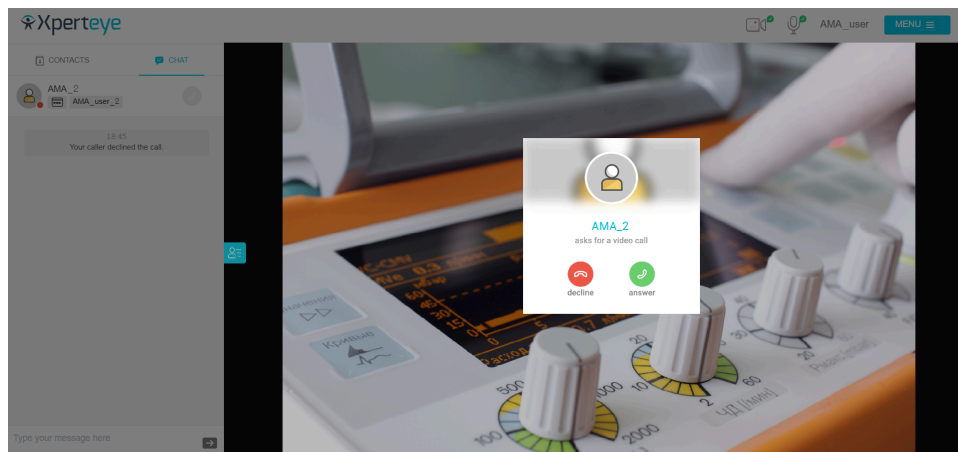
- Make sure that you are connected to the Internet and logged in to XpertEye.
- Check if you are on the same region.

1. From the **CONTACTS** tab, start a video call by clicking on the  icon next to the name of the contact that you want to call.

**Note:** Your contact has to be connected too.

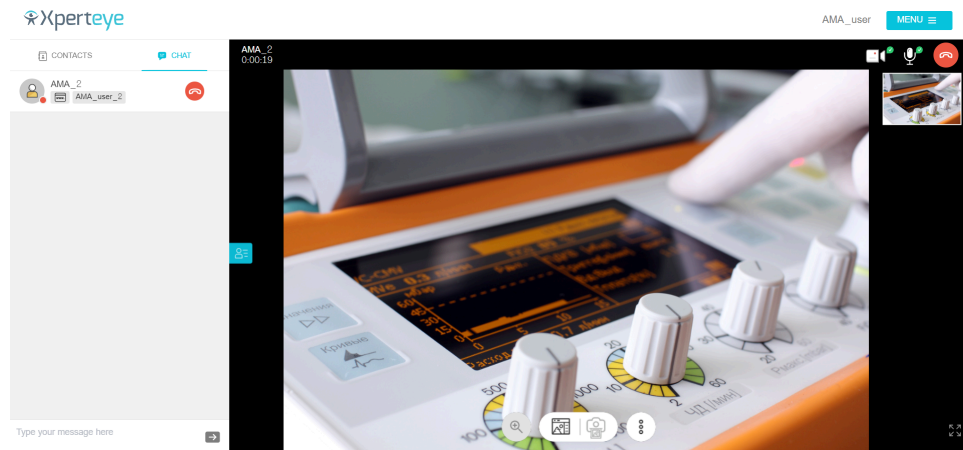



2. Answer a video call by clicking on the  icon.



3. At the end of a call, hang up using the  icon.

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4. At the end of the call, you can download any files shared in the Timeline of your Board, by activating the specific setting. You can also download the media by clicking on the download icon  available in the Board.

## Call finished

Please select files to export.

- ☒ Images (.jpg)
- ☒ Editable files (.xpe)

Do you wish to download these files?

- ☒ End call report (.txt)
- ☒ Chat content (.txt)

DOWNLOAD

DO NOT DOWNLOAD

5. Select the files to download:

- Images (.jpg)
  - Editable files (.xpe)
  - **Chat content (.txt)**
  - **End Call Report (.txt)**
  - My notes (.txt)
6. To enable these settings\*, click on **MENU > Settings > End of call options** and select the contents you wish to download at the end of the call.

### Note:

- This is only possible when Confidential mode is disabled.
- The files will be downloaded in a .zip format available on your computer, in your **Downloads** folder.
- You must download the selected files before the call ends. Otherwise, your files will not be saved.