

Stroom® Call Support Guide

Here are some quick tips to get your customer set up for a successful Stroom® video call:

1



Prepare

- **Safety first!** Please remember to safely guide your customer throughout the entire Stroom call.
- Confirm your customer can safely access the product and/or space
- Verify your customer is calling from a smartphone

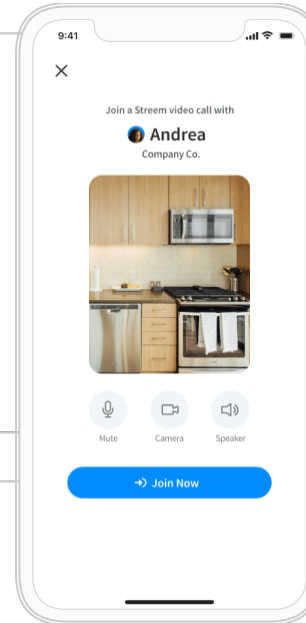
2

Introduce

“I’m going to send you a link via text message. Please click the link, accept the terms & conditions, and you will be directed to our customer lobby where you can join the call with me.”



3



Call Controls & Settings

Remind your customer that they have the option to control video and microphone settings in the customer lobby before connecting with you. These settings can be adjusted at any time during the Stroom call.

Send Invitation

Support Resources

Should you **run into any technical issues**, use these support resources to resolve the issue:

[My customer did not receive the Stroom invitation](#)

[General issues: Stroom Troubleshooting Guide](#)

[Still having trouble? Submit a support ticket](#)