VA Video Connect
Android Quick Start Guide

The following Quick Start Guide is intended to assist users in launching and participating in a VA Video Connect session using an Android device.

For questions or assistance, please contact the National Telehealth Technology Help Desk (NTTHD) at 866-651-3180.

JOINING YOUR VISIT

Step 1

Using your scheduling email or calendar reminder, touch “Click Here to Join your VA Video Visit” as shown in the sample email below:

Dear Veteran,

As discussed with your VA Clinician, this email message confirms your VA Video Visit.

To ensure your VA Video Visit runs smoothly, please provide the following information:

- Phone number to contact you.
- Your present location address.
- Emergency contact name and phone.
- Ensure you are in a private and safe area.

Please Click Here to Join your VA Video Visit

For questions on Home/Mobile Device use, please click on the appropriate link for device orientation:

- VA Video Connect: VMR Orientation for Desktop and Tablet Devices
- VA Video Connect: VMR Orientation for IOS Devices

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Step 2

On the initial screen, type your name into the **Your Name** field. Then click **CONNECT**.

Step 3

If prompted, select **ALLOW** to permit care.va.gov to use your camera and microphone.

If any buttons on this screen are not visible, zoom out or rotate your phone so the orientation changes.
Step 4

If prompted, select **ALLOW** to permit your internet browser to record audio.

Step 5

If prompted, select **ALLOW** to permit your internet browser to take pictures and record video.
Step 6

Select your default microphone and camera:

Under “Microphone,” you may see a blue status bar move when you as you speak, indicating that the microphone is registering your voice.

You can use the video preview to help you verify that your camera is picking up your image.

Step 7

Select **START**.

If you cannot see the “Start” button, simply rotate your phone so that it is horizontal, and scroll down until you can see the button.
**DURING YOUR VISIT**

Once connected, you will see the video window for the other participant. When holding your phone horizontally, their video screen will appear larger. When holding your phone vertically, you will see the chat room and participant list better.

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**Android Device Icon Familiarization**

There are six main icons as shown below:

<table>
<thead>
<tr>
<th>ICON</th>
<th>FUNCTION</th>
<th>ICON</th>
<th>FUNCTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>📞</td>
<td>End session or Disconnect call</td>
<td>✡️</td>
<td>Display or hide chat box and participant panel</td>
</tr>
<tr>
<td>🎤</td>
<td>Mute and unmute microphone</td>
<td>📄</td>
<td>View Help Desk info and the End User License Agreement (EULA)</td>
</tr>
<tr>
<td>📹</td>
<td>Turn the video feed on and off</td>
<td>🖥️</td>
<td>Touch to exit or enable full screen option</td>
</tr>
</tbody>
</table>
Chat Functionality

To view the chat window, turn your device upright and select **CHAT ROOM**. In this view, you can type messages to the other participant(s) in the sessions and view messages.

**ENDING YOUR VISIT**

Once your visit is complete, disconnect by touching the red **Hang Up** icon (accessible in the portrait and landscape views as shown below).
You will then receive a message letting you know the session has ended and asking you to close your browser. Select the tabs icon in the upper right corner then close out the VA Video Connect browser tab. Your VA Video visit is now complete.