VA Video Connect
iOS 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 iOS mobile devices (iPhones or iPads).

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

GETTING STARTED

Step 1
Verify that the Pexip app is installed on your iOS Device.

Step 2
If the Pexip application is not seen, then open the device’s App Store, search for Pexip Infinity Connect Mobile, and download the app.
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
Step 2
If prompted, select “Open with Safari.” Then, enter your name and select CONNECT.

Step 3
Select Open to allow the session to open in the Pexip app.

Step 4
If prompted, select OK to allow Pexip to access the device’s microphone.

Step 5
If prompted, select OK to allow Pexip to access the device’s camera.
Step 6
If prompted, choose **Don’t Allow** or **Allow** to control Pexip’s to access your location.

Step 7
If notified that the conference is “waiting for host”, select **OK** to wait for the host to grant you access.

Step 8
Select the blue video icon to start both audio and video transmission.
DURING YOUR VISIT

Once connected, you will see the video feed of the other participant in small window when holding the phone upright.

Turn your device lengthwise for full video viewing. You will see yourself and the other person when holding the phone this way.

As needed, select the headset/speaker icon to toggle audio settings between speaker and headset. If a headset is not connected, make sure the speaker is showing to allow audio to transmit from the device speakers.

iOS Device Icon Familiarization

The icons and their associated functions are below. The way they appear on the screen is dependent on the selections you have made. If they are not visible when the device is turned lengthwise, touch the screen to make them appear.

<table>
<thead>
<tr>
<th>ICON</th>
<th>FUNCTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>📸</td>
<td>Touch to display a photo; touch again to return to normal video feed. Access can be enabled or disabled in the device settings.</td>
</tr>
<tr>
<td>📹</td>
<td>Touch to flip video feed from front to rear facing camera.</td>
</tr>
<tr>
<td>🔊</td>
<td>When displayed, audio is in speaker mode. Touch to switch to headset.</td>
</tr>
<tr>
<td>🌱</td>
<td>When displayed, audio is in headset mode. Touch to switch to speaker.</td>
</tr>
</tbody>
</table>
**Chat Functionality**

To open the chat window, turn your device upright, select the message icon, and touch **Show Chat**. In this view, you can type messages to the other participant(s) in the sessions and view messages. Touch **Back** to return to the main window.
ENDING YOUR VISIT

Once your visit is complete, press the red phone button to end the transmission. Then, disconnect from the session by touching Exit in the upper left corner.

Select Yes to leave the conference. Your VA Video visit is now complete.