Contents

Overview ........................................................................................................................................ 1
Turning on the iPhone .................................................................................................................. 1
Creating Your Passcode .............................................................................................................. 2
Enabling Touch ID ........................................................................................................................ 3
Final Setup ................................................................................................................................... 4
Testing the VA-issued iPhone ....................................................................................................... 5
Entering Your VA Video Connect (VVC) Session ........................................................................ 6
Loading and Installing VA Apps .................................................................................................... 7

Figures

Figure 1. Turn on iPhone ................................................................................................................ 1
Figure 2. Volume Up/Volume Down Button ................................................................................. 2
Figure 3. Generate Your Passcode ............................................................................................... 2
Figure 4. Enter Your Passcode ...................................................................................................... 3
Figure 5. Create Your Touch ID .................................................................................................... 4
Figure 6. Test VMR ....................................................................................................................... 5
Figure 7. Establish VA Video Connect Session ............................................................................ 6
Figure 8. Locate, Touch and Release VMR .................................................................................. 7
Figure 9. VA App Catalog ............................................................................................................. 7
Figure 10. Install an App ............................................................................................................... 8
Figure 11. App Downloaded In the VA iOS Apps Folder .............................................................. 8
Overview

An iPhone has been ordered for you; enabling you to connect with your healthcare provider using video chat. When the iPhone arrives, please follow these steps to set up your device. Once you've set up your iPhone, complete the testing as instructed to ensure your device is ready, and that you can connect with your provider at the time of your video visits.

Turning on the iPhone

To turn on your iPhone:

1. Press and hold the **Sleep/Wake** button (located on the right side of the top edge) until the Apple logo appears.
2. Once the logo appears, release the button.

*Figure 1. Turn on iPhone*

3. Adjust the volume by pressing the volume up (+) and volume down (-) buttons
**Note:** These buttons are located on the left edge, near the top of the device.

**Figure 2. Volume Up/Volume Down Button**

![Volume Up (+) and Volume Down (-)](image)

**Note:** If the iPhone is already powered on and displays a black screen, then it is asleep. Activate (or wake up) the screen by doing a short press of the Sleep/Wake button, then tapping the screen with your finger or pressing the circular Home button at the bottom of the screen.

**Creating Your Passcode**

To create your passcode:

1. The first time the iPhone is turned on, you are prompted to create a passcode.

**Figure 3. Generate Your Passcode**

- Your passcode must include at least six digits.
  **Note:** Simple value passcodes that contain repeating, ascending, and descending characters are not allowed (Examples: 123456 or 654321 or 111111).
- Make your passcode something hard for others to figure out but easy for you to remember.
2. Write your passcode here to help remember it:

__________________

Figure 4. Enter Your Passcode

- You enter your passcode each time the iPhone is used. This is done by either manually entering your passcode or through Touch ID, if enabled.

Enabling Touch ID

1. On the Home screen, tap the Settings icon.
2. Locate Touch ID & Passcode.
   a. Tap Touch ID & Passcode.
   b. Enter your passcode.
3. Tap Add a Fingerprint.
4. The Touch ID screen appears.
5. Lightly rest a finger or thumb on the home button—but don’t press the button.
6. Repeatedly lift and place your finger. As you do this, Touch ID will learn your fingerprint pattern and begin to fill the onscreen fingerprint.

7. When you see the Adjust Your Grip screen, tap Continue.

8. Once again, repeatedly lift and place your finger, this time focusing on the edges of the finger.

9. When you see the Complete screen, tap Continue.

10. To setup another fingerprint, repeat these steps.

**Final Setup**

Throughout the setup process, applications will begin to download. To ensure the VA issued iPhone completes the setup process, please leave the iPhone on to allow applications to fully download. The following steps will help the final setup process:

1. Place the iPhone in a good location for connectivity.

2. Before using the iPhone for an appointment or testing, please turn on and charge your iPhone.
a. If using your home Wi-Fi, your best connection is next to your internet router.

b. If using cellular:
   i. Try to reduce obstructions, typically charging near a window, allows the strongest signal.
   ii. If your home has more than one-floor move up a Floor. Cellular signals tend to be better on higher floors.

Please allow the iPhone 24 hours to fully charge and download all necessary applications.

**Testing the VA-issued iPhone**

1. 24 hours before testing, please turn on and charge your iPhone.
2. Keep your iPhone on and plugged into power for 24 hours prior to testing.
3. With the iPhone turned on, look for the Test VMR icon, pictured here.

_Figure 6. Test VMR_

4. Touch and release the **Test VMR** icon.
5. Select **CONNECT** on the pop-up that appears.
6. A question will appear asking, **Open in VideoConnect?**. Select **Open**.

Wait for the iPhone to do a self-test. If you can see yourself and hear the voice, the test is successful. If you cannot see yourself or hear the voice, please call 866-651-3180, then press 1 and a live person will assist you. You may wish to consider testing in several different locations in order to find a spot with the best reception.

**Entering Your VA Video Connect (VVC) Session**

- You will **not** use the same icon you used to test the iPhone’s connection.
- Locate, touch, and release the **VMR** icon pictured below.
Your video appointment begins as soon as your provider joins the VA Video Connect session. If your provider has not joined the appointment after 5-10 minutes, please contact the provider or healthcare team.

### Loading and Installing VA Apps

The VA App Catalog is listing of all VA applications available to download and install. These apps are free to use and can be installed at any time.

**Figure 9. VA App Catalog**

1. To add apps, locate, touch, and release the VA App Catalog icon pictured below.
2. Once the application is located within the list, touch and release **Install** next to the application.

3. When a pop-up appears, touch and release “Install.”

**Figure 10. Install an App**

4. Apps download and install in the **VA iOS Apps** folder.

**Figure 11. App Downloaded In the VA iOS Apps Folder**

*Image of app

*Tap folder to show downloaded apps.

If you are having any technology or other issue with your iPhone, please contact the National Telehealth and Technology Help Desk (NTTHD) at 1-866-651-3180 (then press 1).