

Office of
**CONNECTED
CARE**

 **VA Telehealth**



VA Video Connect: Device Pairing Weight Scale **Quick Reference**

July 2020

Contents

VA Video Connect: Device Pairing Weight Scale	1
Introduction.....	1
Device Set-Up	1
Connect Your Weight Scale	2
Issues and Assistance.....	4

Figures

Figure 1. VA Video Connect Device Set-Up.....	1
Figure 2. VA VideoConnect Icon	2
Figure 3. Access the Device Status Screen	2
Figure 4. Pair Your Weight Scale.....	3
Figure 5. Connect the Weight Scale	3
Figure 6. VA Video Connect Virtual Meeting Room and Weight	4

VA Video Connect: Device Pairing Weight Scale

VA Video Connect has a user-friendly design and is available via a free download from the Apple App Store. For help with download and installation, connecting with your provider for an appointment, or if you experience difficulties or need other assistance, please refer to the [Issues and Assistance](#) section in this document for support resources.

Introduction

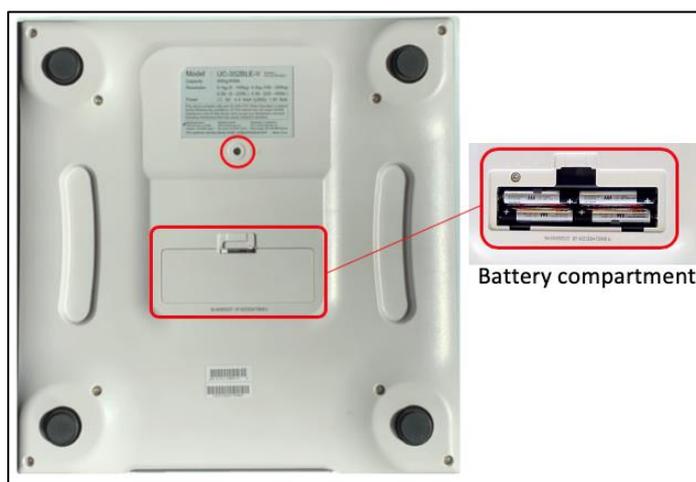
Your VA health care team may order peripheral devices such as a thermometer, blood pressure, scale, pulse oximeter, or stethoscope to use during your VA Video Connect appointment.

These devices enable you to share data with your health care provider during a video chat. When the peripheral devices arrive, please follow these steps to connect your device with your VA-issued iPad.

Device Set-Up

Install the batteries. The battery compartment is on the backside of the pulse oximeter and requires 4-AAA batteries.

Figure 1. VA Video Connect Device Set-Up



NOTE: Do not use the scale on an uneven surface such as carpet; the scale cannot measure accurately

Do not use the scale on a slippery surface, or step on the scale with wet feet. It may result in slipping and injury.

For additional guidance and instructions, please read the user manual that came with your device.

Connect Your Weight Scale

1. Locate and tap the VA VideoConnect application.

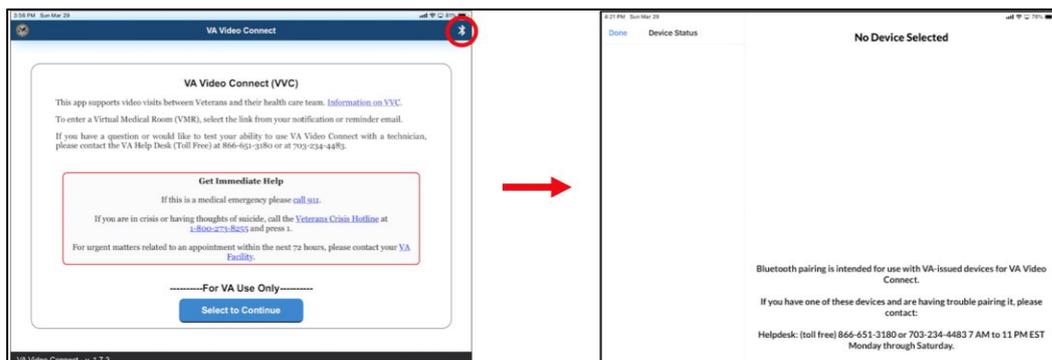
Figure 2. VA VideoConnect Icon



NOTE: If you do not have the VA VideoConnect application on your iOS device (or it is an older version), download the latest version from the Apple App Store. Tap [here](#) to open the VA Video Connect page in the iOS App Store.

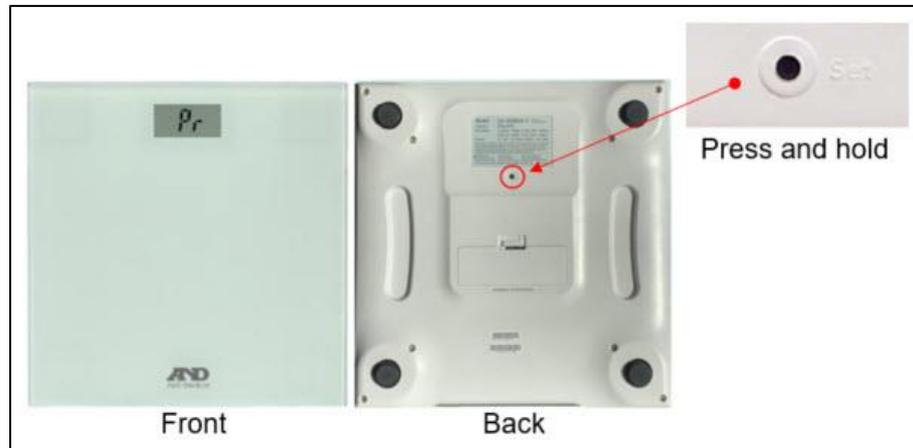
2. Tap the Bluetooth icon  to access the **Device Status** screen.

Figure 3. Access the Device Status Screen



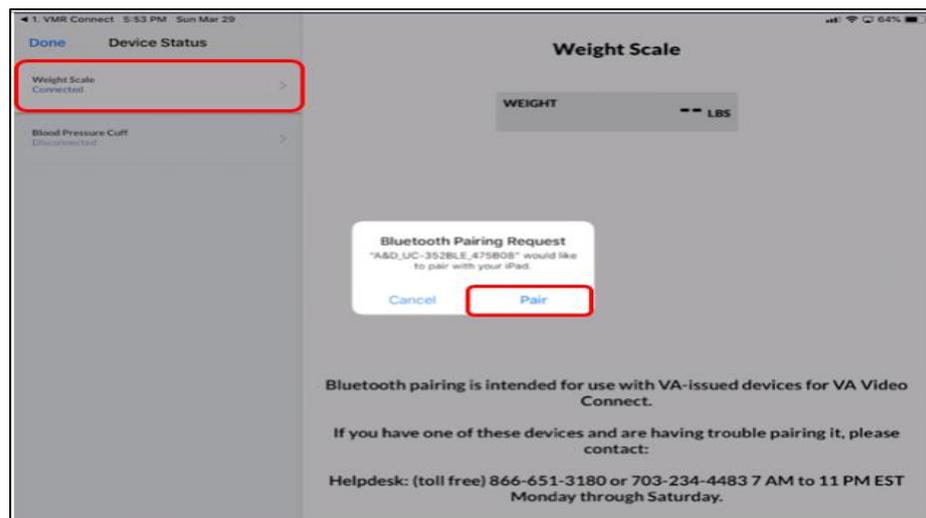
3. Locate your weight scale.
4. On the backside of the scale press and hold **Set** until **Pr** appears.

Figure 4. Pair Your Weight Scale



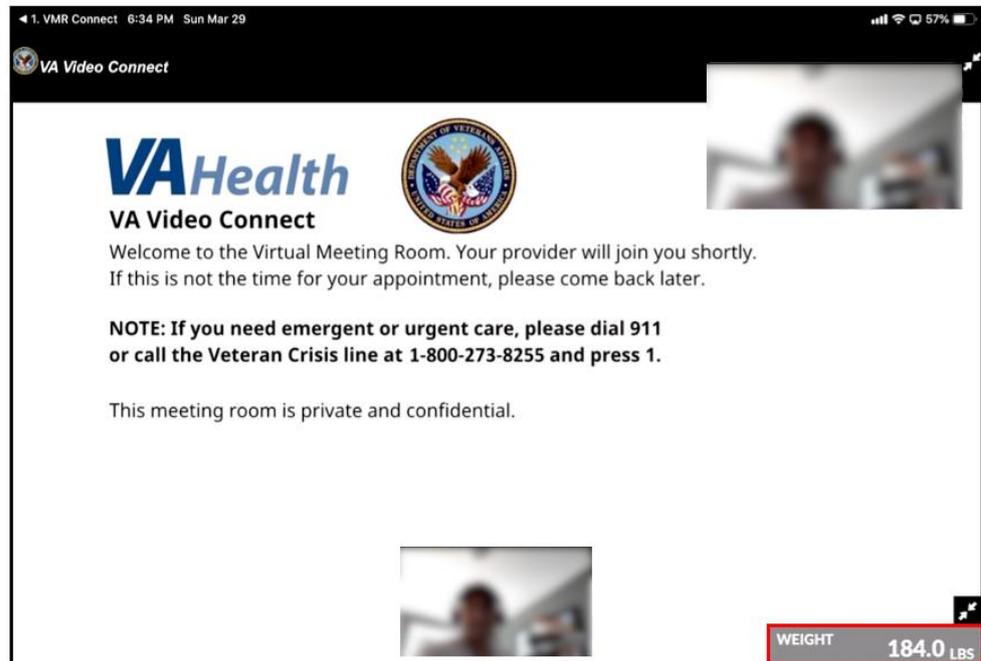
5. A pop-up screen appears.
6. Tap **Pair**.

Figure 5. Connect the Weight Scale



7. The weight scale connects.
8. When you take your weight during a video visit, it displays on the screen.

Figure 6. VA Video Connect Virtual Meeting Room and Weight



Issues and Assistance

If you have trouble connecting your device or experience any other issues with your technology, call the National Telehealth Technology Help Desk (NTTHD) at (866)-651-3180 or (703)-234-4483. Assistance is available 24 hours a day, seven days a week.