



VA Video Connect: Device Pairing Guide Thermometer

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VA Video Connect

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1. Overview

VA Video Connect has been designed to be user friendly and can be downloaded for free from the Apple app store. If you need help with installing the application, connecting with your provider for an appointment, or experience any difficulties or need assistance for any reason, call the Office of Connected Care Help Desk (OCCHD). The Office of Connected Care Help Desk can be reached at 1-866-651-3180 or 703-234-4483, 24 hours a day, seven days a week.

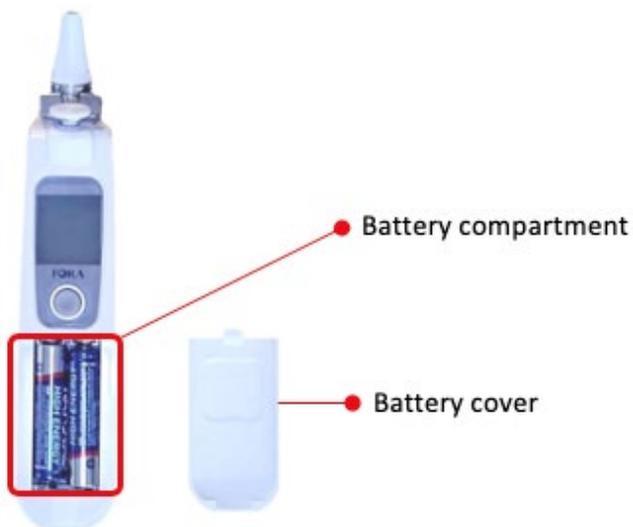
Your VA healthcare team may order peripheral devices such as a thermometer, blood pressure scale, pulse oximeter, or stethoscope for use during your VA Video Connect appointment. These devices will enable you to share data with your healthcare provider during a video chat. When the peripheral devices arrive, please follow the steps below to connect your device with your VA issued iPad.



2. Device Set Up

Install the batteries in your thermometer. Remove the battery cover and place new batteries in the battery compartment. The thermometer uses two AAA batteries. For additional guidance and instructions, please read the user manual that came with your device.

Figure 1. Thermometer and its Battery Compartment



3. Connecting your Thermometer

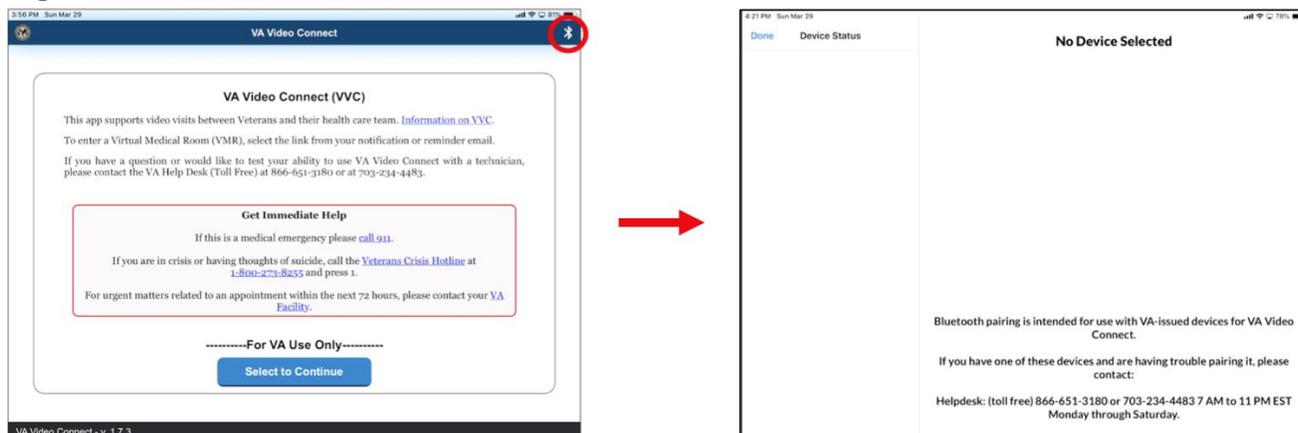
1. Locate and click the VA Video Connect app. If you do not have the VA Video Connect application on your iOS device or it is an older version, you can download it from the Apple app store. Clicking [here](#) will open the VA Video Connect page in the iOS app store.

Figure 2. VA Video Connect App



2. Click on the Bluetooth icon () to go to the Device Status screen.

Figure 3. Bluetooth Icon to Device Status Screen



3. Locate and turn on the thermometer by pressing the On/Memory button once.

Figure 4. Turn on Thermometer



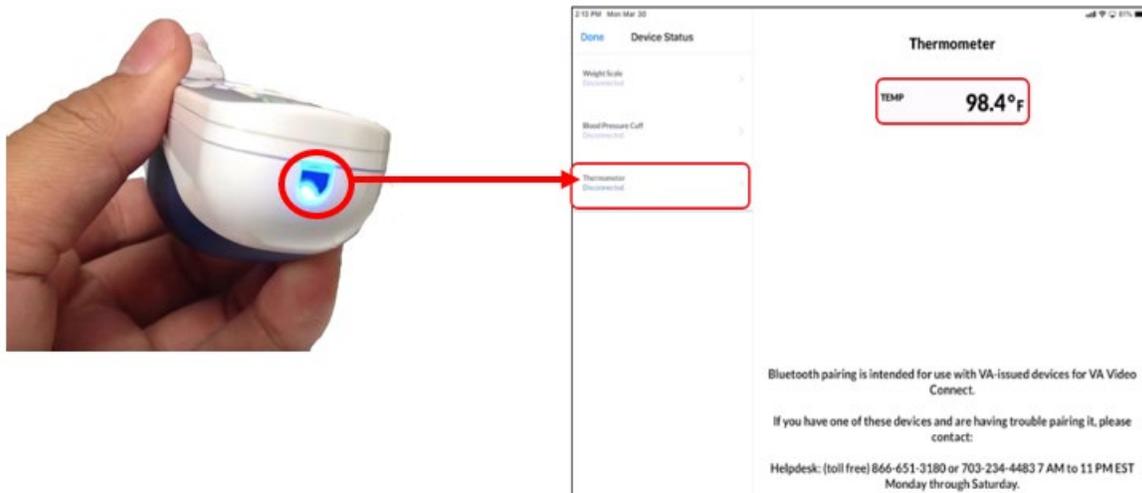
4. Press and hold both the Scan button and the On/Memory button until you see the letters CLr appear on the screen.

Figure 5. Press and Hold both the Scan and On/Memory Buttons



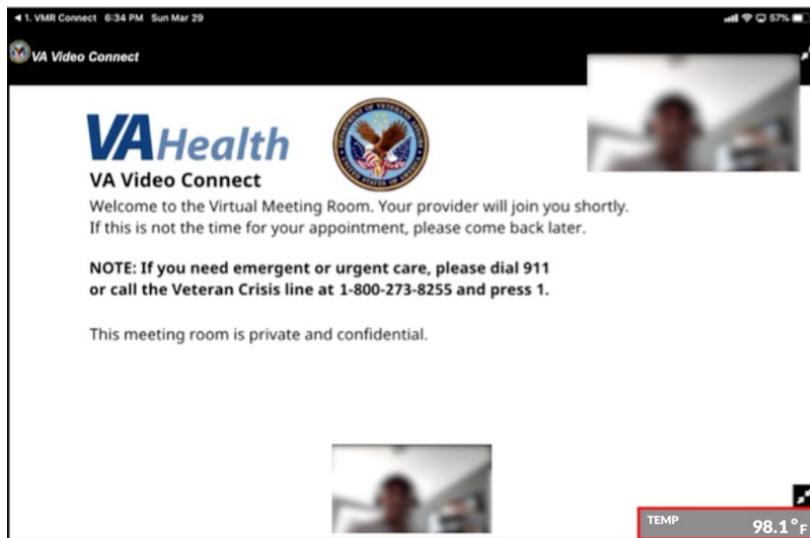
- The Bluetooth light on the bottom of the thermometer will illuminate and pair with your device.

Figure 6. Thermometer will Pair with your Device



- Your thermometer is now connected. When you take your temperature during a video visit, your temperature will show on the screen.

Figure 7. Temperature will Show on the Screen



If you are having trouble connecting your device or having other issues with your technology, please contact the Office of Connected Care Help Desk (OCCHD) at 866-651-3180 and then press 1.

