VMG Telemedicine Troubleshooting for iPhone

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Downloading Teams Prior to the Visit

- Download Teams prior to the visit:
 - Open the **App Store** app on the iPhone



• Search for Microsoft Teams



 Once the search finds Teams and it is opened the following screen will allow Teams to be downloaded and installed

**the below image already has the app installed this is why it says "open" for NEW downloads you will click on "GET"

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What's New	1	Version History
Version 1.0.80		2w ago
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One place fo	or your team's	Chat privately
conversation	s and content	or more p
< Mar	keting 😜	< Miriam, Alex, .
Conversation	lies More	Conversation
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er Başiy		quick meeting that drove the
Miniam Graham May 4, 10:30 AM		
Hi team! This is the best things puppy related. We	place to collaborate on all elcome everyone!	
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Today Games	Apps	Updates Search

• When you click on "GET" a prompt will open to either use **Touch ID to Install or Facial Recognition** or **Enter Password** associated with your Apple ID:



• After either **Enter Password** or use **Touch ID to Install**, the app will begin downloading and installing:



• Once it is installed, the **Teams app** icon will look like:



Joining Teams the day of the telehealth visit

After installing the app, navigate back to the email invite and click **Join Microsoft Teams Meeting.** Select **Join as guest**

Valley Telemed Call - Dr. Ca... 🔨 9 Microsoft Teams PLEASE DO NOT RESPOND TO THIS E-MAIL ALL COMMUNICATION SHOULD GO THROUGH THE PATIENT PORTAL Hello, You have an upcoming virtual appointment with To Do: Please follow the instructions attached to this email. Download the application to your device. Connect a few minutes before your scheduled time. Click below on "JOIN MICROSOFT TEAMS MEETING" to connect you with the office. Please feel free to contact the office with any questions at 201-444-4526 option 4. Meeting time! ow would you like to join? Join Microsoft Teams Meeting n more about Teams | Meeting options Valley Healťh System Sign in and join

• Type your name and click Join meeting



• The following screen will display until the provider joins the meeting ***Once the office joins you to the meeting, you will be able to access both the microphone and camera icons



• The meeting will then proceed. Click the **red phone icon** when finished to hang-up.

Camera icon not available

- Close out of Teams
 - Double tap on the home button and swipe the team page "up"
- Go back to the e-mail and select the link to Join Microsoft Teams Meeting

Allow Teams to Access the Camera

• Go to settings:



• Search for Teams (will only appear if it has been downloaded)



• Turn the camera to Green



Poor Internet Connection

See if WiFi is connected

- Connect to a Wifi Network
 - i. From the Home Screen, go to Settings > Wi-Fi
 - ii. Turn on Wi-Fi. Your device will automatically search for available Wi-Fi networks.
 - iii. Tap the name of the Wi-Fi network that you to join
- With iOS 13 and iPadOS you may see the following network options
 - i. My Network: Wi-Fi networks that you've connected with before
 - ii. Public Networks: Available Wi-Fi networks that you've never connected before.
- After you join a network, you'll see \checkmark next to the network and $\widehat{\frown}$ in the upper-left corner of your display or the upper-right corner on an iPhone X and later.

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Settings Wi-Fi	
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MY NETWORKS	
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PUBLIC NETWORKS	
Public Wi-Fi Network	? (j)
NETWORKS	
Other	
Ask to Join Networks	Notify >
Known networks will be joined aut networks are available, you will be networks.	tomatically. If no known e notified of available
Auto-Join Hotspot	Ask to Join >
Allow this device to automatically personal hotspots when no Wi-Fi	discover nearby network is available.

No Internet Connection

- o If there is a poor Wi-Fi connection Turn on Cellular Data
 - Launch the **Settings app** from your Home screen.



• Tap Cellular.



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Cellular Data		
Cellular Data Opti	ons	
CALL TIME		
Current Period	14 Hours, 3	9 Min.
Lifetime	14 Hours, 3	9 Min.
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USE CELLULAR DATA	FOR:	
App Store		

• Tap the switch next to Cellular Data to turn it on

Error received after tapping the link on the invite to access Microsoft Teams

• Error received after tapping the link on the invite to access Microsoft Teams select **OK**



Blank page in Safari

• If a blank page is received in Safari, tap the reload button to reload the page. If after reloading and the page does not load, direct the patient to the App store to download Teams.