

# VMG Telemedicine Troubleshooting for iPhone

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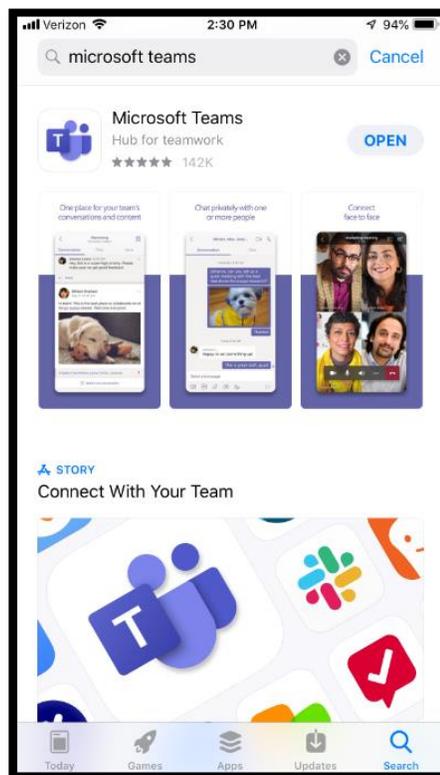
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## Downloading Teams Prior to the Visit

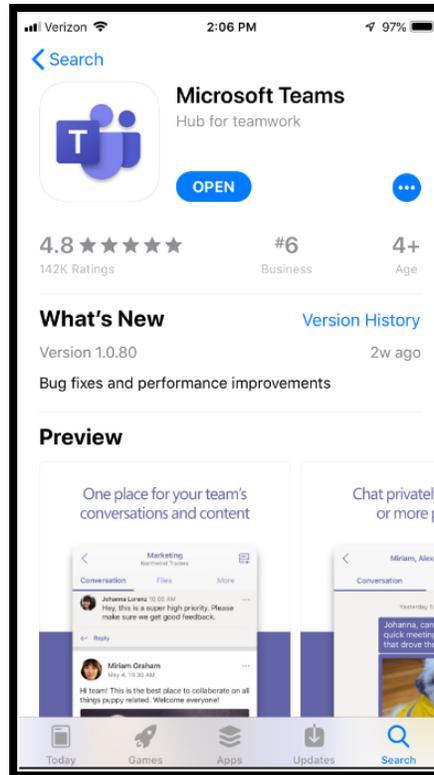
- Download Teams prior to the visit:
  - Open the **App Store** app on the iPhone



- Search for **Microsoft Teams**



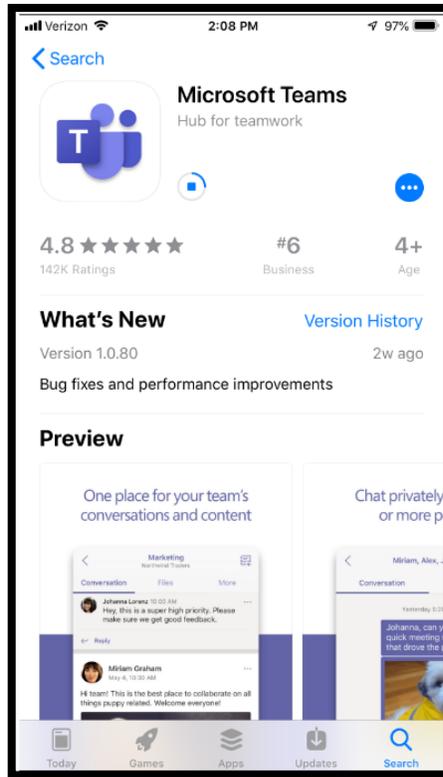
- Once the search finds Teams and it is opened the following screen will allow Teams to be downloaded and installed
  - \*\*the below image already has the app installed this is why it says "open" for NEW downloads you will click on "GET"



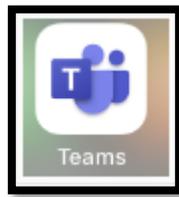
- When you click on “GET” a prompt will open to either use **Touch ID to Install** or **Facial Recognition** or **Enter Password** associated with your Apple ID:



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

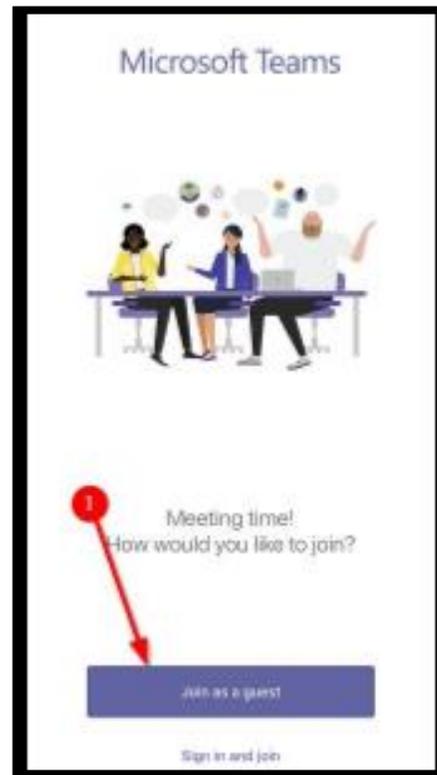
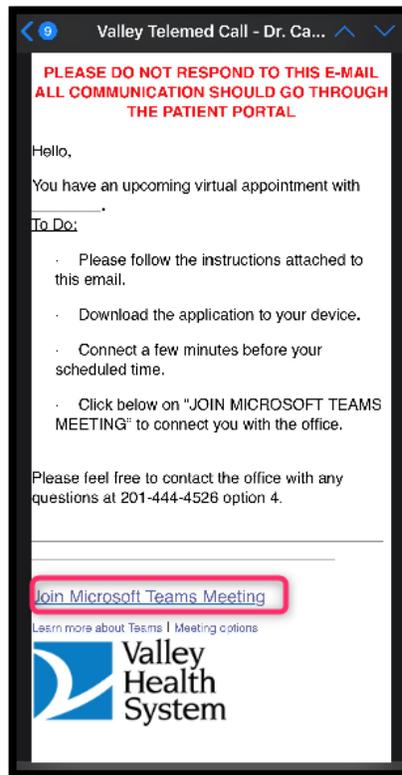


- Once it is installed, the **Teams app** icon will look like:

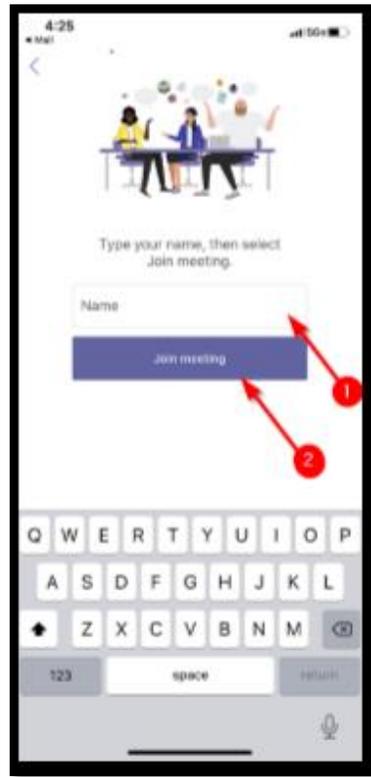


## Joining Teams the day of the telehealth visit

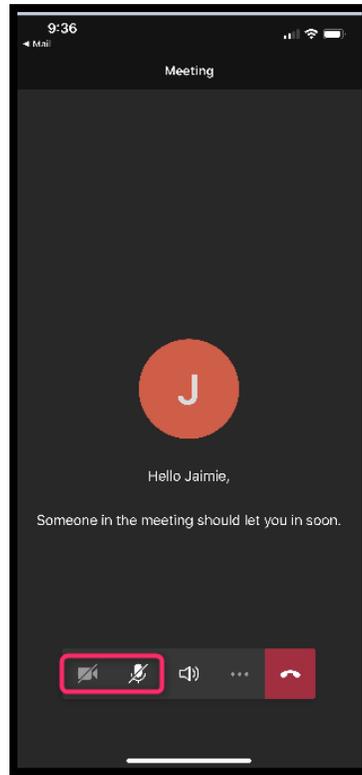
After installing the app, navigate back to the email invite and click **Join Microsoft Teams Meeting**. Select **Join as guest**



- **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



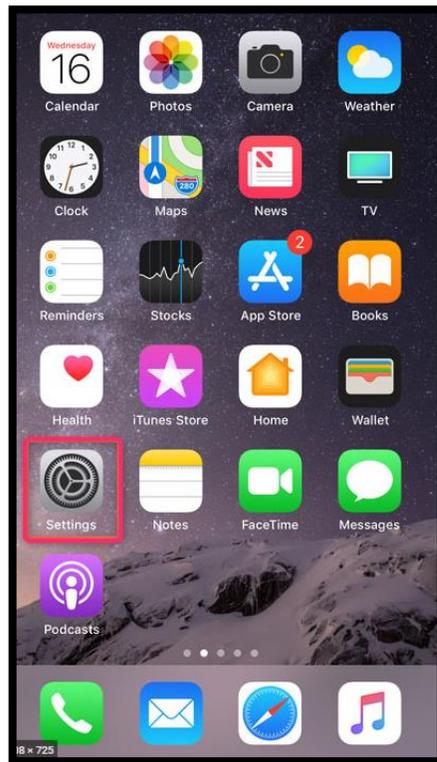
- The meeting will then proceed. Click the **red phone icon** when finished to hang-up.

## Camera icon not available

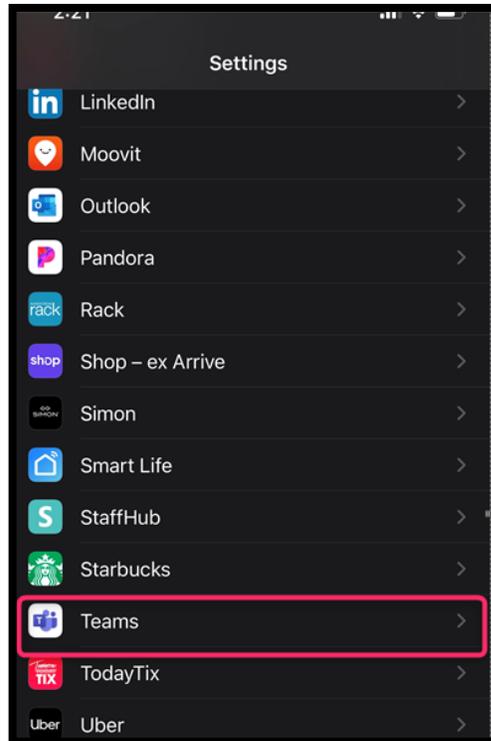
- Close out of Teams
  - Double tap on the home button and swipe the team page “up”
- Go back to the e-mail and select the link to Join Microsoft Teams Meeting

## 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 ✓ next to the network and  in the upper-left corner of your display or the upper-right corner on an iPhone X and later.

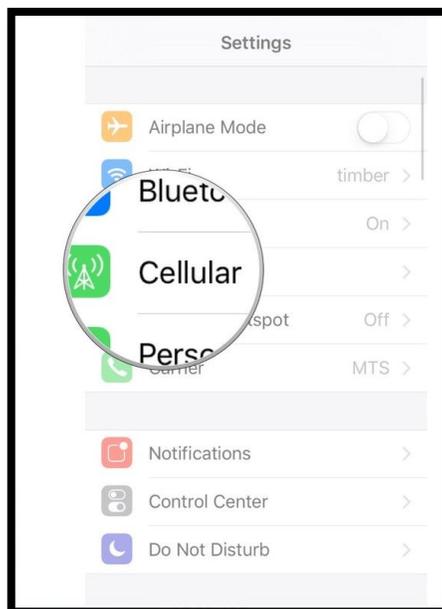


## No Internet Connection

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



- Tap **Cellular**.

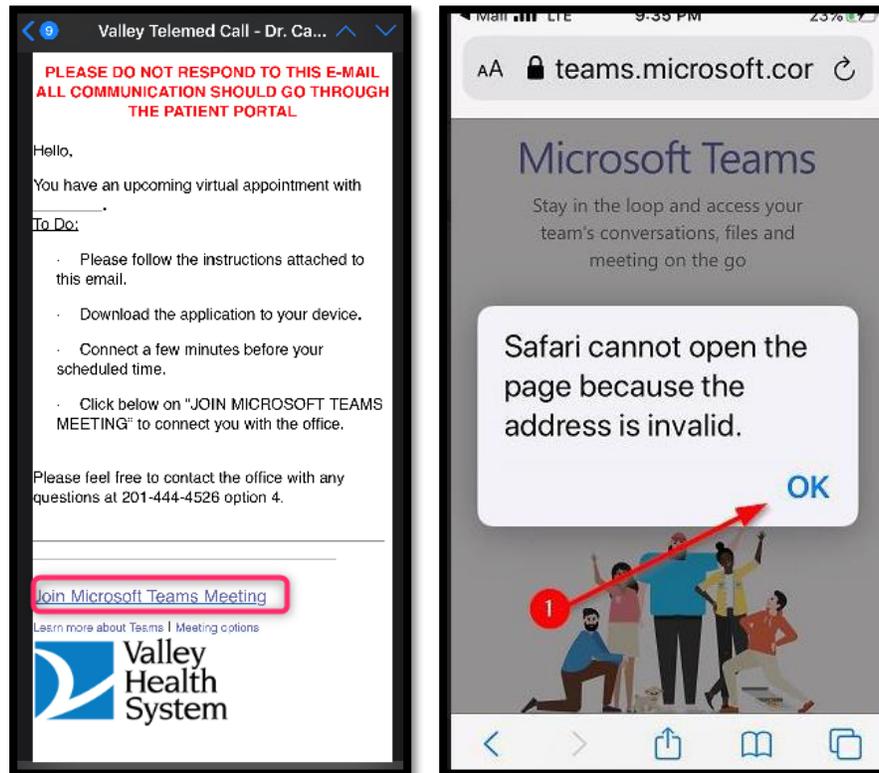


- Tap the **switch** next to **Cellular Data** to turn it on



## 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.