

## Operating Instructions | iPad using the RealPresence Application

The following instructions demonstrate how to launch the RealPresence app in preparation for an eCare video encounter:

1. Click the 'RealPresence' app on the iPad.
2. 'RealPresence' may ask you to allow it to use the iPad's microphone and camera. Please click 'Allow' or 'OK' for each.
3. The iPad is deployed with auto-sign in; user credentials are not required.
4. The screen will populate with "Place a Call" and "Connect to Room" – no further action needed. eCare can activate video on the iPad at this point and the software will auto answer.

eCare may confirm the iPad name and manual dialing number prior to video activation. The manual dialing number will always be 9 digits and can be located in one of the following two ways:

1. On a sticker affixed to the back of the iPad, along with the iPad name.
2. After launching the RealPresence app following the above instructions, the "i" icon at the bottom left of the screen will show the iPad's manual dial number.

### Troubleshooting Error Messages:

1. "Far end is busy"
  - a. Check if app is active and loaded on the iPad on the "Place a Call" screen.
  - b. Check to see if the iPad is in active call with another computer. The iPad can only accept one call at a time.
  - c. Check to see if the app is 'frozen'. If so, attempt to kill the app by having the user swipe from the bottom of the iPad up, then hold. The RealPresence app will cascade into a smaller window, hold the window and swipe up to 'kill the app'. You can now re-launch RealPresence.
2. In the event the above steps do not resolve the issue, please call eCare for further troubleshooting.

### Helpful Hints to Support Collaborative Care:

1. Positional placement of the iPad:
  - a. Keep iPad horizontal to enable the best view for eCare.
  - b. Best placement for the iPad is for positioning approximately 5 feet from the patient. eCare will request the iPad to be moved as needed.
2. iPad audio controls:
  - a. Ensure the iPad volume is appropriately adjusted for the patient to hear eCare.
  - b. Encourage the patient to speak towards the iPad as the sound is directional.