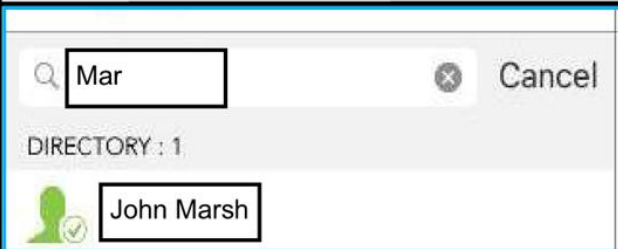


**Getting Started-** To use Vidyo on your iPad you will need the following:

- iPad with IOS 7.1 or greater
- Vidyo User Account (Username and Password)
- Vidyo Application downloaded from App store
- Wi-Fi or Mobile network connection on your iPad

**Login**

1. Close out all open apps on your iPad, then open the Vidyo Application
2. Enter **Portal name** (first login only):
  - a. This will be myorgname.connectvtc.com where “myorgname” is the name of your organization.
  - b. Ex. anthc.connectvtc.com or bbahc.connectvtc.com
3. Enter **User name and Password:** given to you by your IT department



**Search for Room or Person**

1. Type the name of the person or room you want to connect within the search box or select from your favorites
  2. Select “Join <<Person’s>> Room” to connect to a virtual room that can host multiple participants. Lock the room once everyone has joined
- OR-
3. Select “Connect to <<Person>> Directly” to place a call to the other participant (no one else can join the call)



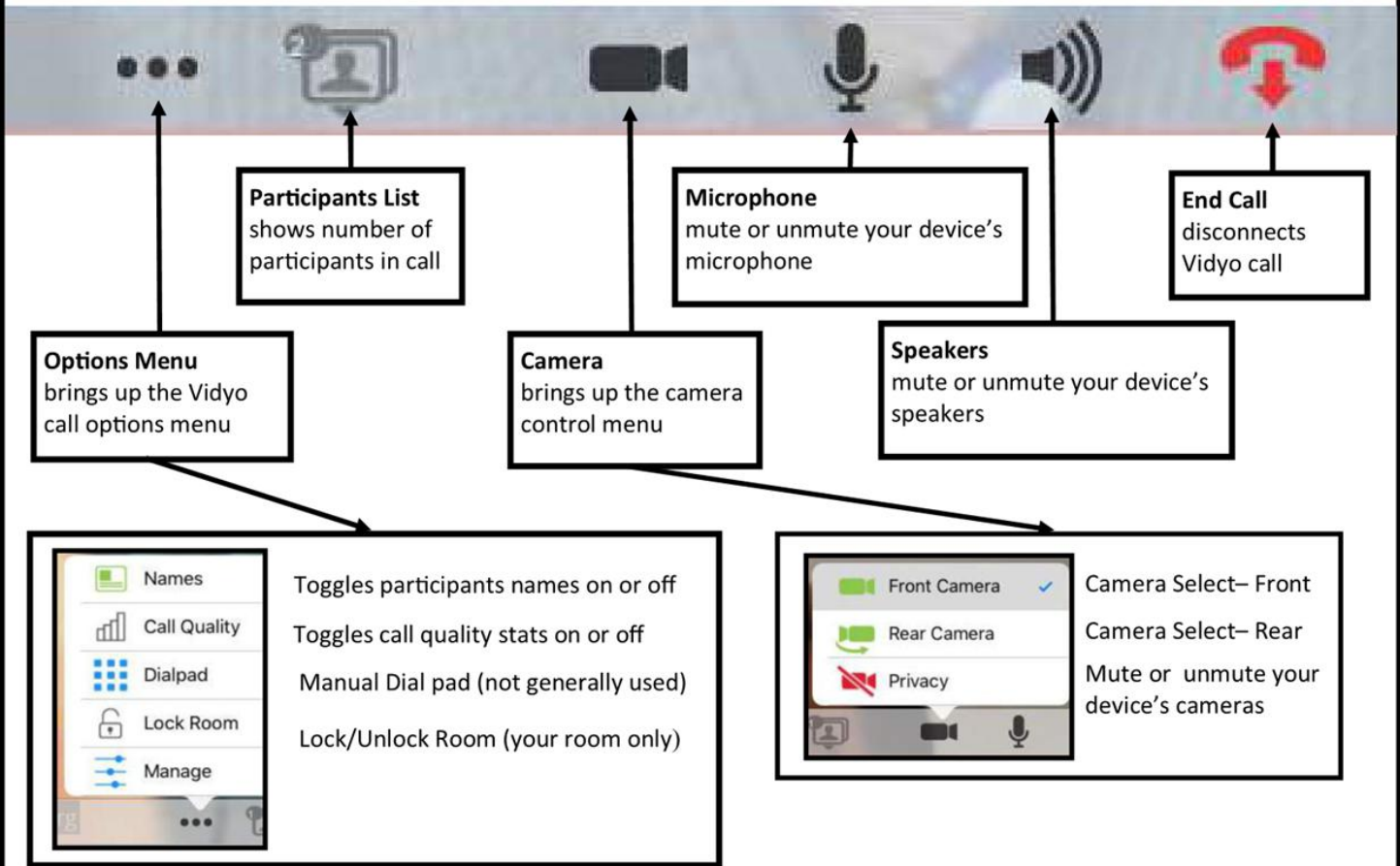
ADD addresses to your favorites by searching for the person or room, then selecting the plus sign.

REMOVE addresses from your favorites by selecting the person or room from your list, then clicking on the star in the upper right hand corner.



**During the Call**

If you do not see the grey call control bar at the bottom of your screen, tap the screen to bring it up.



**Log Out-** You will need to log out after you have finished your call. On the address screen:



**Troubleshooting**

**I Can't See or Hear**

- Check the volume on your device.
- Make sure that the other participants have not muted their camera or microphone
- Disconnect and reconnect call
- Restart device and reconnect call

**I Can't Be Seen or Heard**

- Make sure your camera and/or microphone are not muted
- Disconnect and reconnect call
- Restart device and reconnect call

Helpful Hint: When possible use a stand to reduce the movement of the device. This will provide a clearer image and better experience for the other participant.