

Virtual Visits – Android Device

With visitor restrictions currently in place we want to ensure we can keep you safe and in touch with your family and friends.

This fact sheet is designed for people that use an Android device e.g. Samsung, Google, Huawei

Facebook Messenger

If you have a Facebook account and Messenger downloaded on your phone you can easily contact your support network via a video or voice call.

1. Open **Messenger** on your phone
2. Search for the name of who you want to contact and click on their name.



3. A conversation will open. If you want to:
 - a. Video Call: Click on the Camera Symbol
 - b. Audio Call: Click on the Phone Symbol

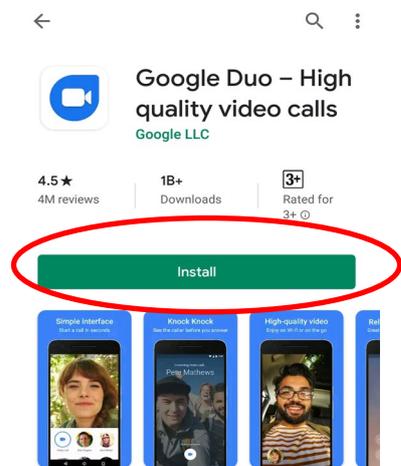


4. Once the person has picked up the call you will be in the call with them
Note: If there is no video, tap the video button in the top right corner to enable it
5. When the call is over, press the Red Phone button to end the call

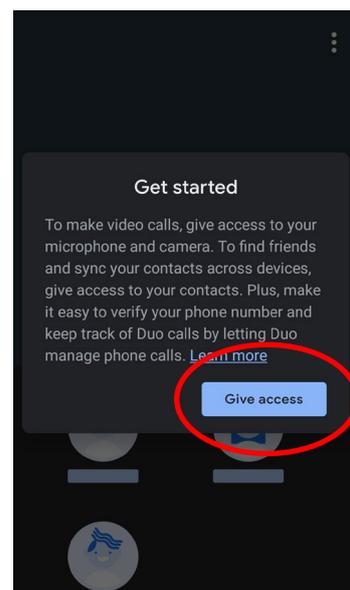
Google Duo

To use Google Duo to call your friends and family they will also need have the app downloaded on their device. Google Duo works on both android and apple devices.

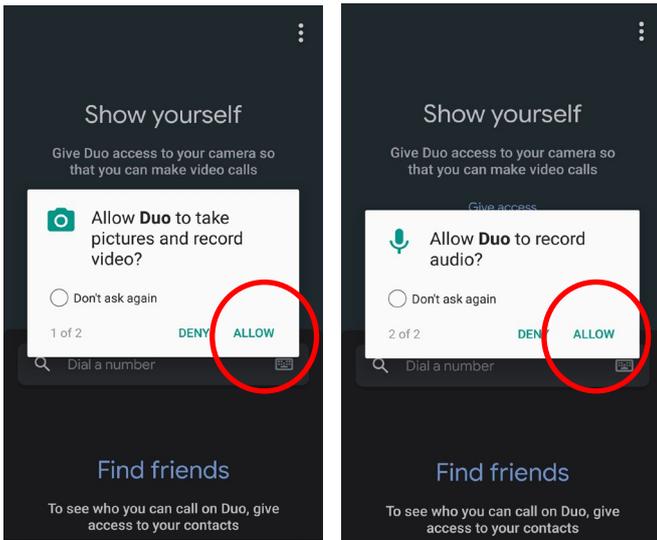
1. If you do not have Google Duo go to the **Play Store** on your Android device and search for **Google Duo**.



2. Open **Google Duo**. It will request access to get started. Click **Give access**.



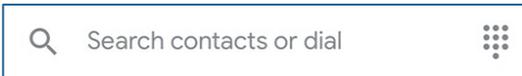
- To make calls to your friends and family Duo will required access to your contacts, audio and video. Click **Allow** when it asked for these.



- Enter your phone number and click on **Agree**. A verification code will be sent to your device.
- Your mobile device is now setup to make calls

Making a Google Duo video call on mobile device

- Launch the **Google Duo** icon on your smart device
- Select the **search contacts or dial** to enter the person you are calling's mobile number



- Once you have searched for your contact, their name will appear on the screen with call options at the bottom.



Protecting your privacy.

When making and receiving video calls we want to make sure your conversation remains private.

Important: You will need to use your own personal headphones and should not share these with anyone else.

Wired Headphones

Headphones should be attached via the audio jack at the base of the phone.

Note: Certain Apple Devices may need an attachment to plug in your headphones

Wireless Headphones

Wireless headphones can be used with your device by connecting via Bluetooth.

Note: Make sure you connect to the correct device

Being considerate other patients and our staff

- Pull the curtains or request staff to pull the curtains to maintain privacy of staff and patients
- Be aware of volume and topics of conversation as other patients and staff will be in proximity