

# Virtual visits – Apple devices

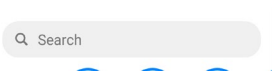
With visitor restrictions currently in place we want to ensure we can keep you safe and in touch with your family and friends.

This fact sheet is designed for people that use an Apple Devices.

## Facebook Messenger

If you have a Facebook account and Messenger downloaded on your phone you can easily contact your support network, through either video or audio 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

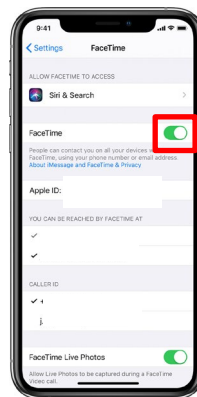
**Note:** If there is no video, tap the video button in the top right corner to enable it

5. When the call is over, press the Red Phone button to end the call

## FaceTime

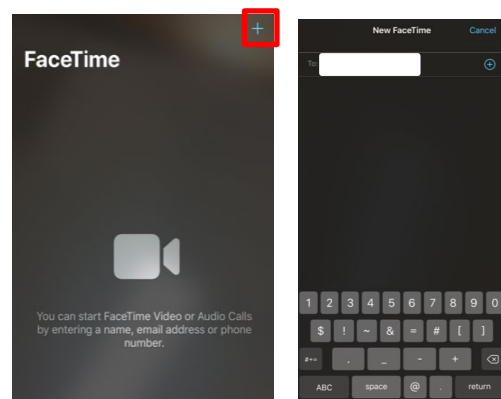
FaceTime is an application that enables you to make video and audio calls from your Apple device to other Apple devices.

1. Firstly, make sure FaceTime is enabled on your device. Go to **Settings** in your Apple Device and find **FaceTime**. Then enable **FaceTime**.

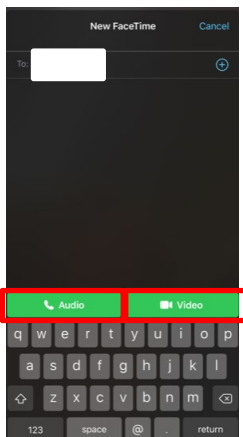


**Note:** iPhone is picture, display will be similar across Apple devices

2. Make sure your device is registered for FaceTime use
  - a. For iPhone, your device will automatically use your mobile number
  - b. For iPad and iPod touch, register your AppleID and sign in
3. Once the device is enabled and registered, exit settings and in the **FaceTime** app. Tap the '+' button and type the person's phone number or email address.

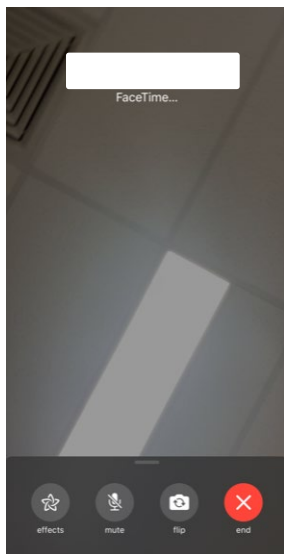


- If you have the person's phone number or email address saved in your Contacts, you can start typing their name and tap the name when it appears. Then tap Audio or Video.



**Note:** You can start a FaceTime video call from your iPhone during a phone call. Tap the FaceTime icon in the Phone app to switch to FaceTime.

- To end the call tap the red cross button 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