

IPHONE & IPAD VIDEO VISIT

Prior to your Video Visit with your Digestive Health Specialists Provider, you will need to do the following:

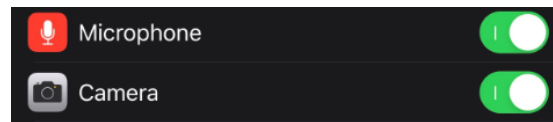
1. **Download and install** "ZOOM Cloud Meetings" on your iPhone via the Apple App Store:

- a. The icon will look like the image to the right →
- b. **DO NOT** create an account or log in.
Simply download the app.



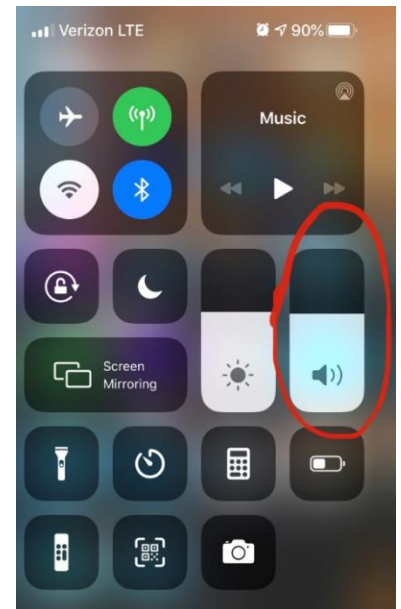
2. **Check your settings** for ZOOM Audio and Video:

- a. Find and click on your settings icon →
- b. In settings, scroll all the way to the bottom until you see ZOOM
- c. Make sure Camera and Microphone are ON (green)



3. **Check your Volume** and make sure it is turned up so you can hear us:

- a. **BEFORE** the video visit:
 - i. Depending on the model of iPhone or iPad you have, you can SWIPE UP from the bottom of the screen or SWIPE DOWN from the TOP RIGHT CORNER of the screen to see the following menu and adjust the volume →
- b. **DURING** the video visit:
 - i. Your volume button is on the LEFT side of your phone. Top button is volume UP. Bottom button is volume DOWN



Please Note:

- If you experience technical difficulties and cannot resolve them even after following these instructions, contact DHS at 336-768-6211 to reschedule or convert your Video Visit to an in-person appointment.
- To avoid additional charges from your cellular provider, use a Wi-Fi connection for your Video Visit.
- During your Video Visit, be in a location that is private, quiet, and free from distractions.