

Patient iPads Guide (FaceTime)

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1. Introduction

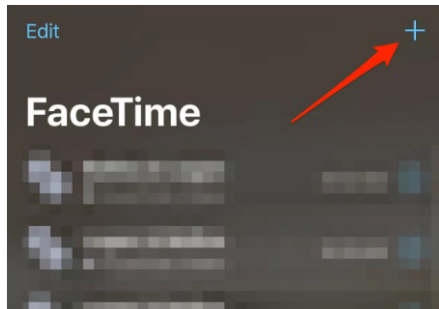
- All iPads will be delivered with the pin number on the front and the FaceTime and or Skype address printed on the back of the iPad. Each iPad has unique FaceTime and Skype address.
- For patients to receive facetime or skype calls please give the relatives the address detailed on the back of the iPad, the call will then go through to that address/iPad only.
- The iPads will only have FaceTime and Skype installed on them.

2. To Make a FaceTime Call

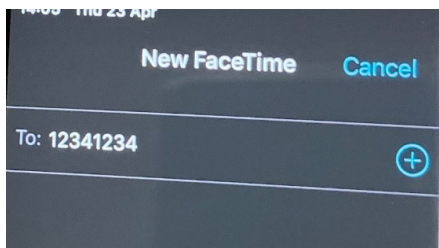
- Tap the facetime icon,



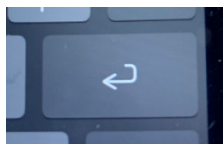
- Click on the little plus,



- Type in the phone number of the person you want to call,



- Press return,



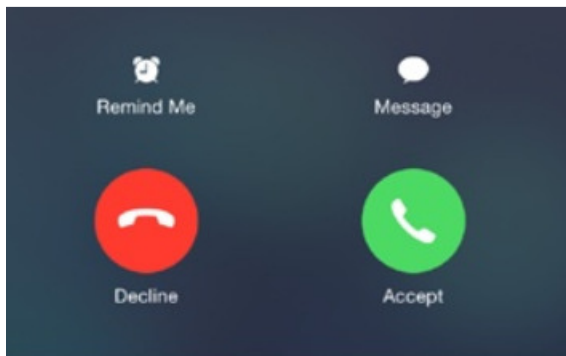
- You will then see a green audio and a video button appear, press on Video,



- The call will then start.

3. To Receive a FaceTime Call

Give the FaceTime address detailed on the back of the iPad to the relative. When the iPad starts ringing type in the pin detailed on the front of the iPad and press Accept, the call will then start.



4. Troubleshooting

If you have any problems making or receiving FaceTime calls, check the following in Settings



- Open Settings



- Go to Wifi
 - Make sure the Wi-Fi is set to MTW_Trust



- Go to iTunes & App Store
 - Make sure the faceTime account detailed on the back of the iPad is signed in



- Then go to Facetime
 - Again make sure the faceTime account detailed on the back of the iPad is signed in

If the iPad has signed itself out of either iTunes & App Store or Facetime please log a call with the IT ServiceDesk on 35999.