



VA Video Connect Android Devices Quick Guide for Veterans

The purpose of this document is to provide guidance to Veterans on how to access VA Video Connect when using an Android Device

1. Enter the virtual medical room

Using your scheduling email or calendar reminder; touch the virtual medical room link.

This is a reminder of your Video Visit with a
VA clinical on Wed 27 Jul 2016 16:00
Mountain Standard Time.

Please click on the following link to access the
virtual room. This will take you into the virtual
waiting room until your provider joins.

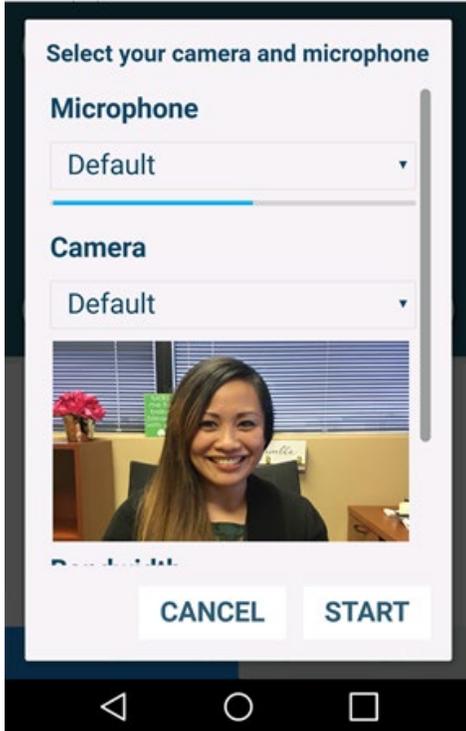
[**Click Here to Join the Virtual Room**](#)



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2. Select your Microphone and Camera

Ensure your microphone is registering your voice. Active microphone will display a blue status bar as you speak. Ensure camera is picking up your image. Active camera will display your video feed.



If you experience any issues with your audio and video, please click [here](#).

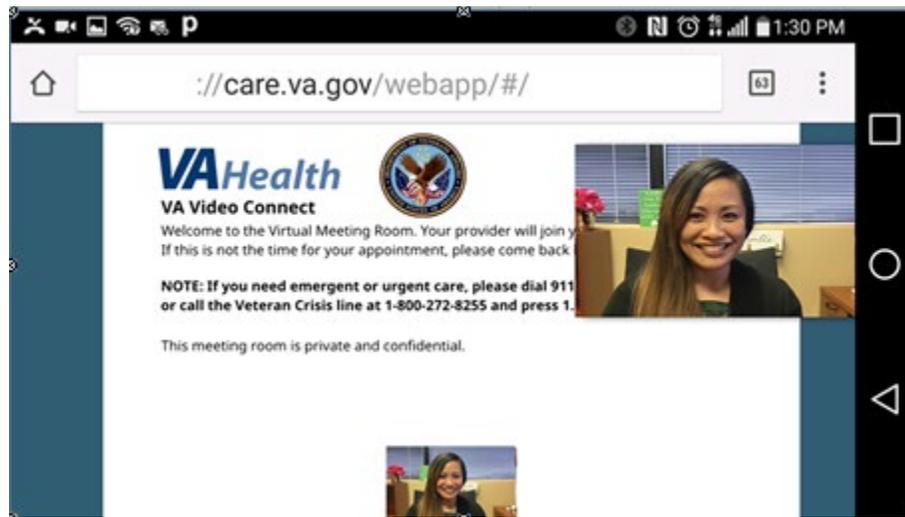
3. Touch “START”

Touch “START” when ready to enter the virtual medical room

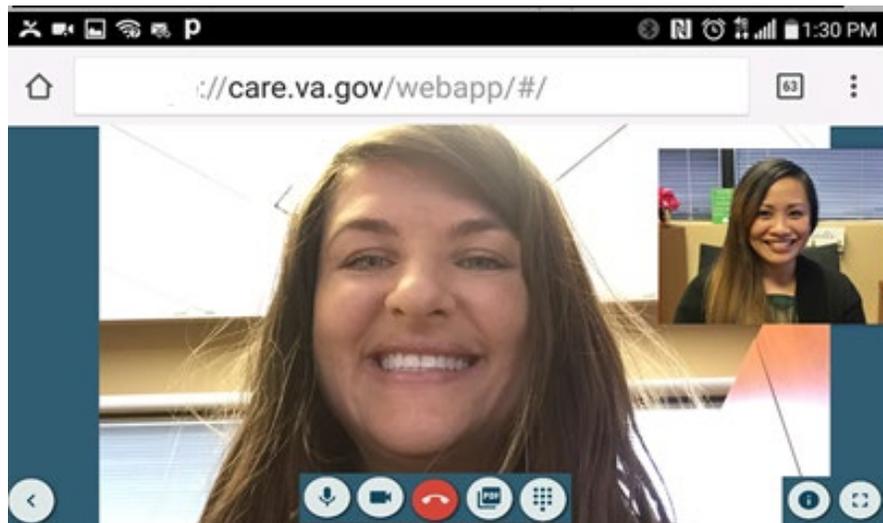
4. Turn Android device length wise for full video viewing



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Patient and Provider view when in virtual medical room session





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Android Device Icon Familiarization



How to make a test call:

To test whether your personally owned device is compatible with VA Video Connect, [visit the VA Video Connect test site](#) on your mobile device. More information may be found below and on our FAQs page.

Veteran Support

For additional information, refer to the [VA Video Connect app page](#).

Veteran Support: For questions about and/or technical assistance regarding VA Video Connect, please contact the National Telehealth Technology Help Desk at (866) 651-3180 or 703-234-4483 on Monday through Saturday, 7 a.m. through 11 p.m. ET.