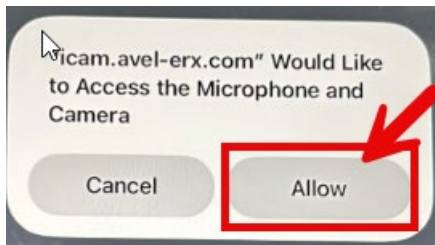


Operating Instructions | iPad using the eSync iCam App

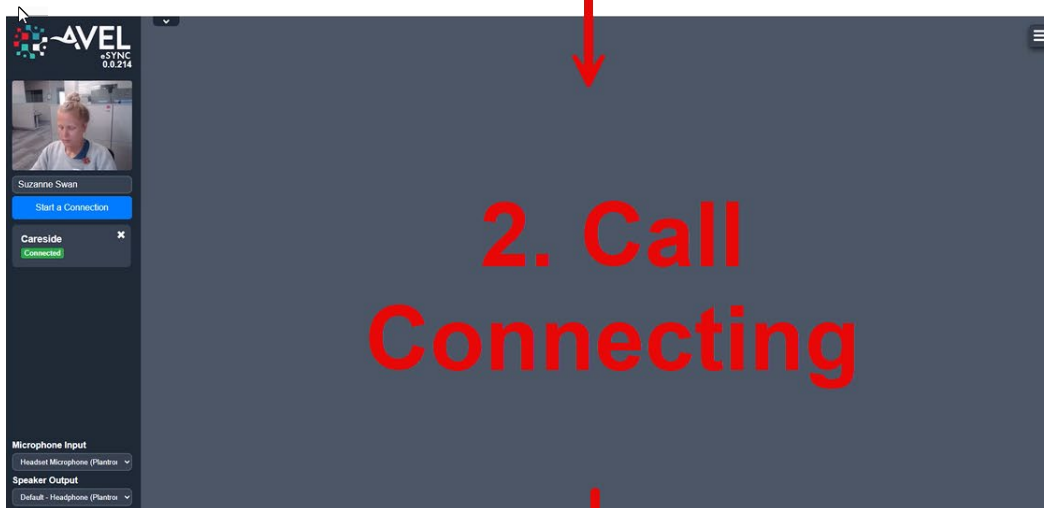
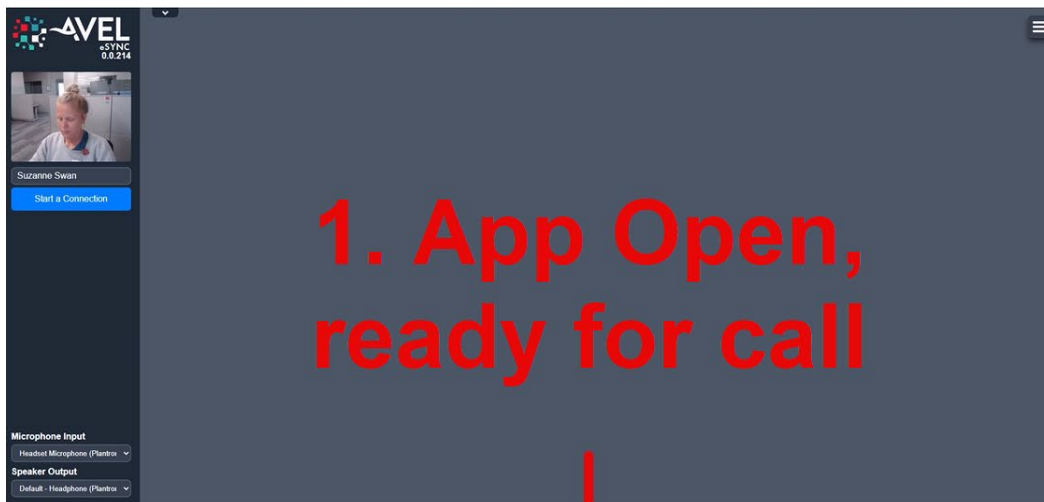
The following instructions demonstrate how to launch the eCam app in preparation for an eCare video encounter:



1. Click the 'iCam' app on the iPad.



2. 'iCam' may ask you to allow it to access the iPad's microphone and camera. Please click 'Allow'.
3. The iPad is deployed with auto-sign in; user credentials are not required.
4. eCare can initiate the video call on the iPad at this point and the software will auto answer.
 - a) eCare may confirm the iPad name prior to video activation.



Ending a Call

eCare will be responsible for ending all calls. When a call is ended, the caller boxes will disappear from the left side bar.

Troubleshooting Error Messages:

1. "In a Call"
 - a) Check to see if the iPad is in an active call with eCare. The iPad can only accept one call at a time.
 - b) Check to see if the app is 'frozen'. If so, attempt to kill the app by having the user swipe from the bottom of the iPad up, then hold. The iCam app will cascade into a smaller window, hold the window and swipe up to 'kill the app'. You can now re-launch iCam.
 - c) In the event the above steps do not resolve the issue, please call eCare for further troubleshooting.

Helpful Hints to Support Collaborative Care:

1. Positional placement of the iPad:
 - a) Keep iPad horizontal to enable the best view for eCare.
 - b) Best placement for the iPad is for positioning approximately 5 feet from the patient. eCare will request the iPad to be moved as needed.
2. iPad audio controls:
 - a) The microphone and speaker default to the iPad settings and cannot be changed.
 - b) Ensure the iPad volume is adjusted for the patient to hear eCare.
 - c) Encourage the patient to speak towards the iPad as the sound is directional.