Jabber Guest Patient Instructions – iPhone/iPad

Introduction: This guide provides step by step instructions on how the process of having a virtual consultation using an iOS device such as an iPhone or iPad.
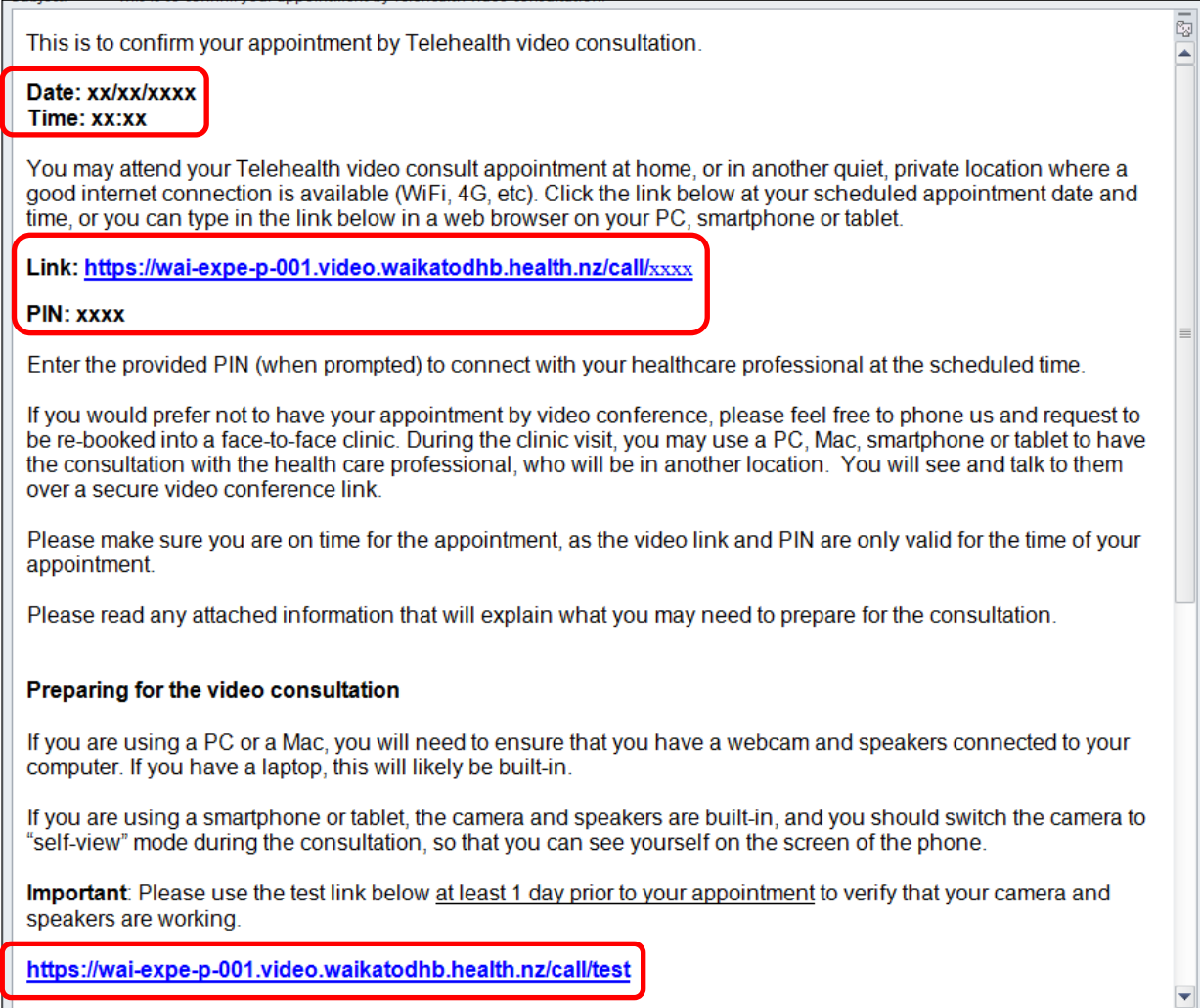
The process involves:

- Installing the Cisco Jabber Guest App.
- Beginning the Virtual Consultation.

Email Confirmation

When a virtual appointment is booked, you will receive an email confirming the date and time scheduled. This email will contain a hyperlink and pin number used to access the virtual consultation.
The email will also contain a link to test their equipment prior to the day of the virtual consultation.

This is to confirm your appointment by Telehealth video consultation.

Date: xx/xx/xxxx
Time: xx:xx

You may attend your Telehealth video consult appointment at home, or in another quiet, private location where a good internet connection is available (WiFi, 4G, etc). Click the link below at your scheduled appointment date and time, or you can type in the link below in a web browser on your PC, smartphone or tablet.

Link: https://wai-expe-p-001.video.waikatodhb.health.nz/call/xxxx

PIN: xxxx

Enter the provided PIN (when prompted) to connect with your healthcare professional at the scheduled time.

If you would prefer not to have your appointment by video conference, please feel free to phone us and request to be re-booked into a face-to-face clinic. During the clinic visit, you may use a PC, Mac, smartphone or tablet to have the consultation with the health care professional, who will be in another location. You will see and talk to them over a secure video conference link.

Please make sure you are on time for the appointment, as the video link and PIN are only valid for the time of your appointment.

Please read any attached information that will explain what you may need to prepare for the consultation.

Preparing for the video consultation

If you are using a PC or a Mac, you will need to ensure that you have a webcam and speakers connected to your computer. If you have a laptop, this will likely be built-in.

If you are using a smartphone or tablet, the camera and speakers are built-in, and you should switch the camera to "self-view" mode during the consultation, so that you can see yourself on the screen of the phone.
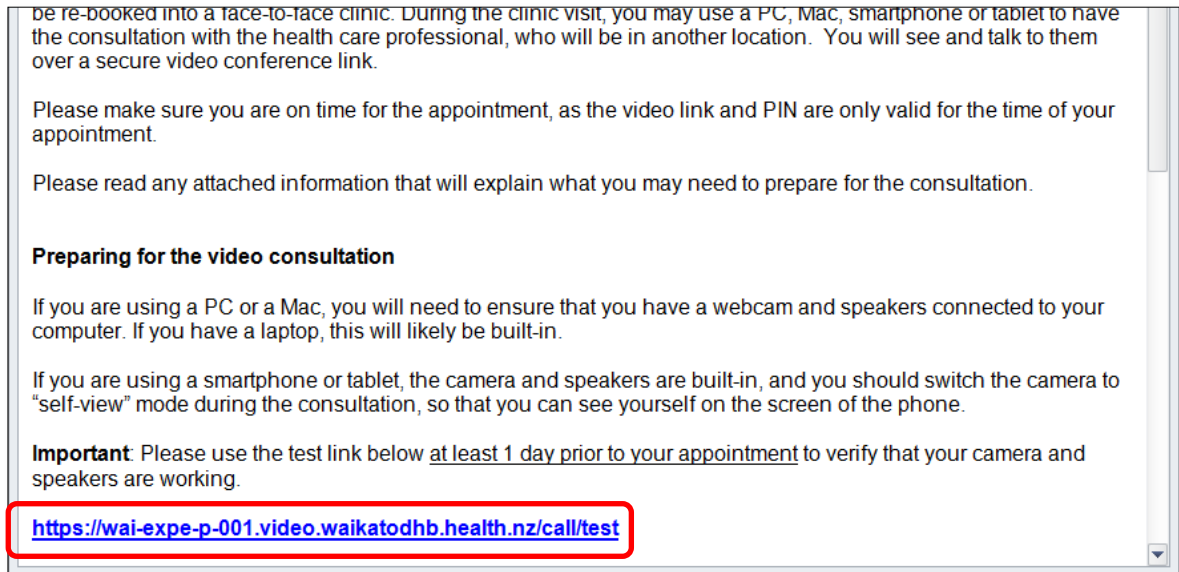
Important: Please use the test link below at least 1 day prior to your appointment to verify that your camera and speakers are working.

https://wai-expe-p-001.video.waikatodhb.health.nz/call/test
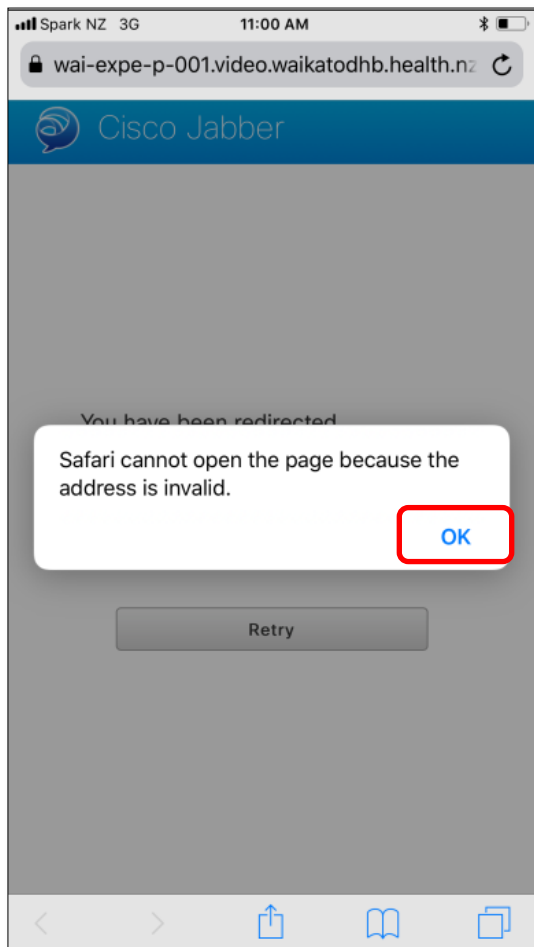
Install the Cisco Jabber Guest App

Before an iOS device can be used for a virtual consultation the Cisco Jabber Guest app must be installed. This is a one-time process.
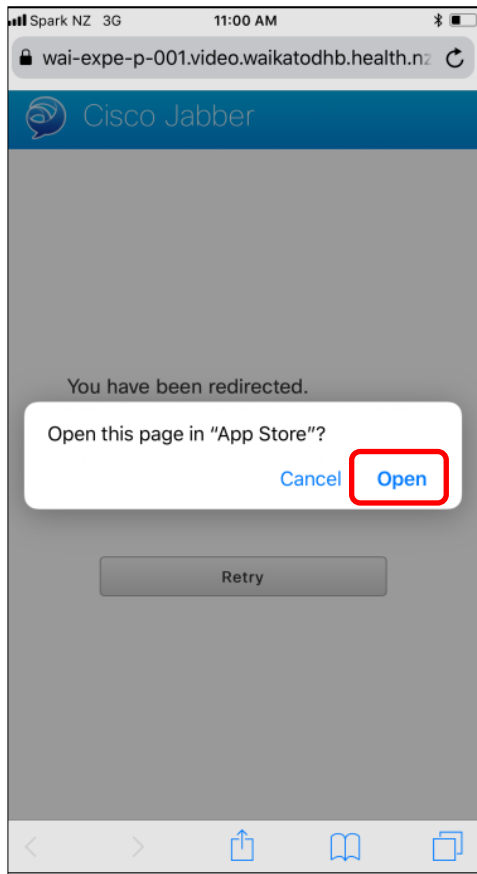
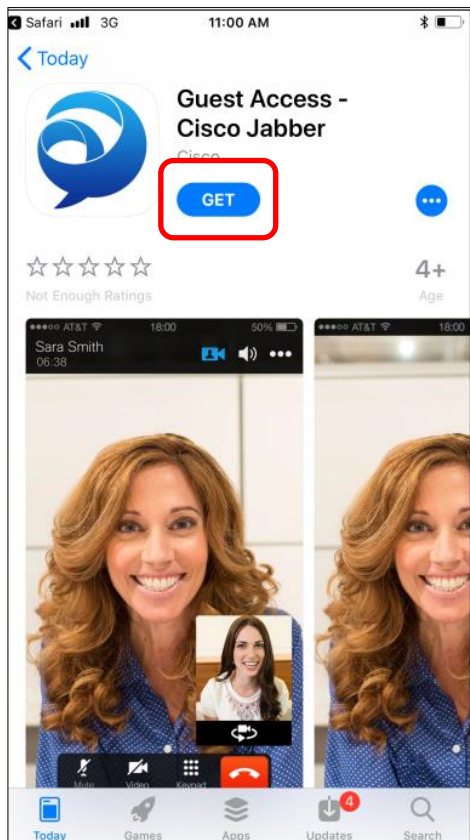1. Prior to the virtual consultation, tap on the **test link** in the confirmation email.
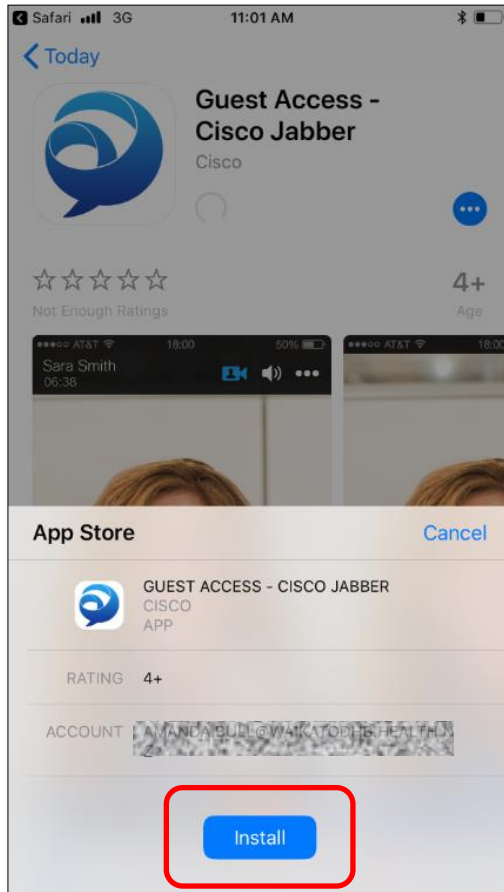

2. A message notification will appear, tap **OK**.

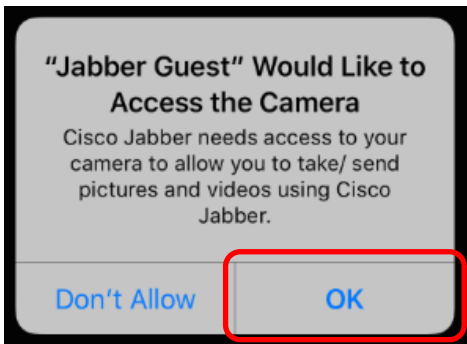3. A message asking to open in the App Store will appear, tap **Open**.

4. The App Store will launch with **Guest Access – Cisco Jabber**, tap the **Get** button.
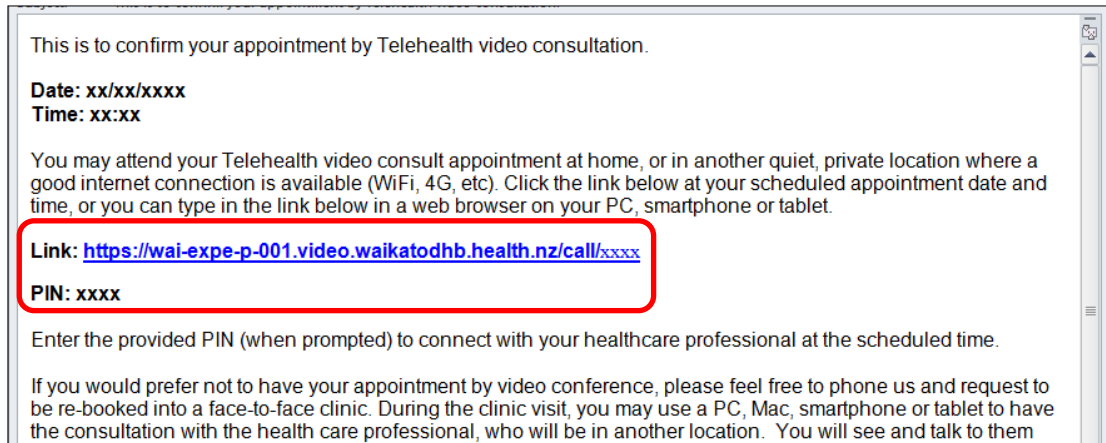
5. Tap the **Install** button.

6. Once the App has finished installing it will launch. A message asking for permission to access the camera will appear, tap **OK**.
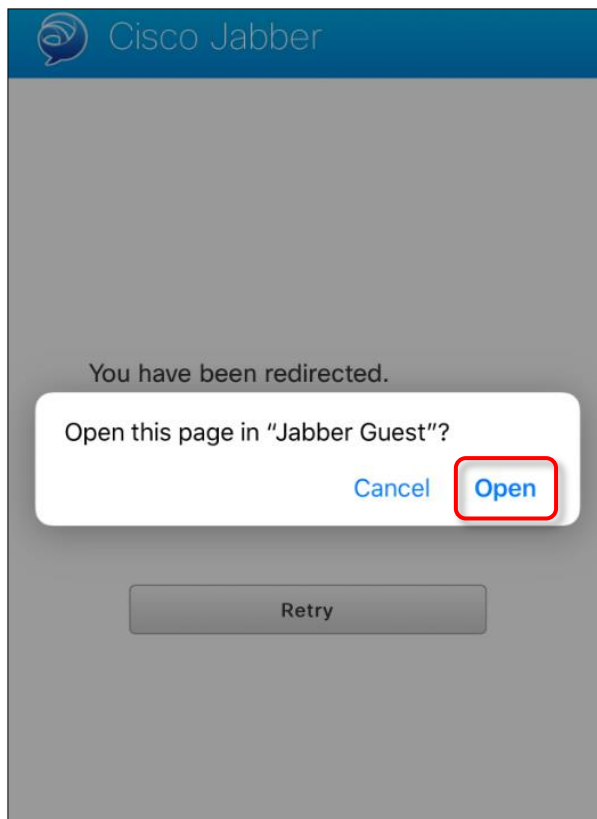

The app will then install, once complete close the app.

Begin the Virtual Consultation

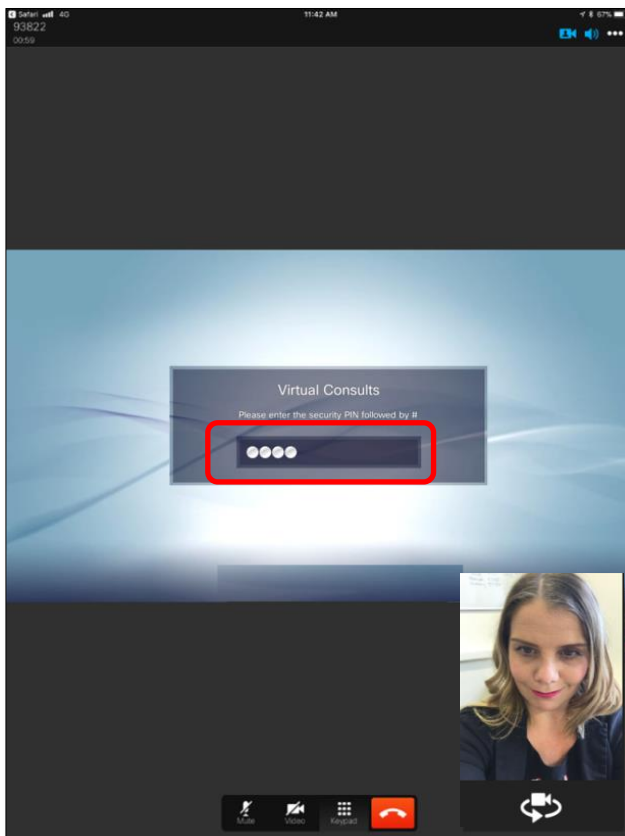1. To begin the virtual consultation, tap the link in the email.

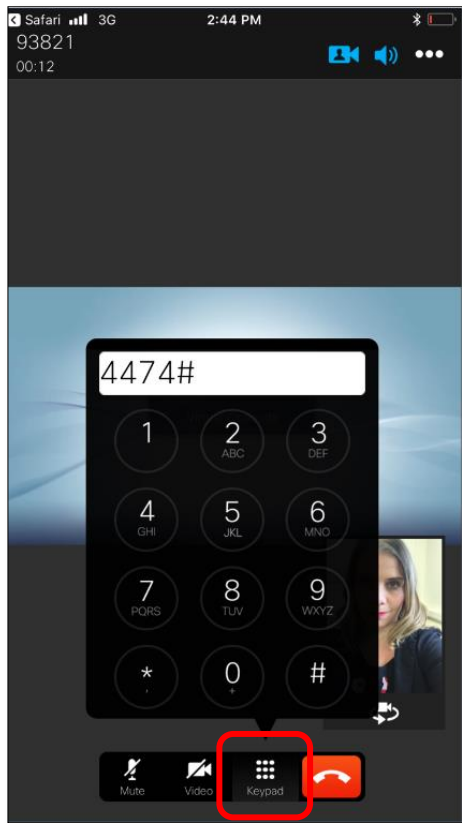2. A message will display asking to open this page in Jabber Guest, tap **Open**.
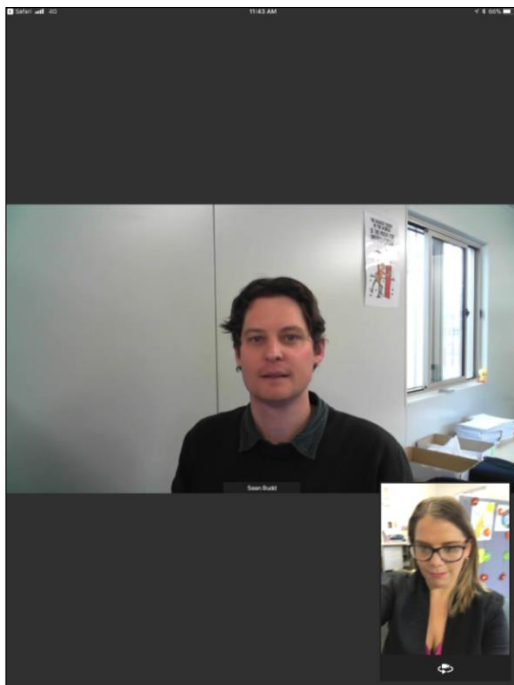
3. The video will display, tap **Call**.

4. To join the virtual consultation, enter the pin number (sent via the confirmation email) followed by # into the field.

Note: To access the on-screen keypad tap the keypad icon, and then tap the keypad icon again when finished typing the pin number.

5. The virtual consult will begin.

6. After the virtual consultation, tap the **End Call** button.