

Installing the Pexip App and Starting Your eVisit with an iOS Device

Install the app

Before your eVisit appointment...

1. Open your email invitation and tap the **iOS (Apple)** link.
An "Open in App Store" pop-up appears.
2. Tap **Open**.
3. From the App Store's **Pexip Infinity Connect** app page, tap the **Get** button.
4. Follow the on-screen prompts.
For example: **Install**.

After you complete the install, there is no need to open the app (no setup is required).

Start your eVisit

After you install the app and when it's time for your eVisit appointment...

1. Open your email invitation and tap the **Start eVisit** link.
(It might appear as a button or text.)

An "Open this page in Infinity Connect" pop-up appears.

Note: If this is not the first time you've joined an eVisit, the permissions, Welcome, and Name pop-ups will not appear.

2. Tap **Open**.
A **Pexip** screen appears, followed by a couple of "permission" pop-ups.
3. Tap **OK** to allow access to your camera and calendar.
A **Welcome** pop-up appears.
4. Type your name in the **Name** field and then tap **OK**.
A Pexip app "You're invited to" screen appears with your self-view and three options.
5. Tap the **Video** (📹) option.
If no PIN is required, skip to step #7
If the organizer has set a PIN, a **PIN** dialog box appears.
6. Type the **PIN** given to you by the videoconference organizer and then tap **Join**.
7. When connected, a video screen appears.

- If you are the first participant to enter the conference, you will see a "Waiting for host..." image in the large panel and your self-view at the top right.
- After the host joins, you will be connected and see both them and your self-view.
- To end the conference: (1) Tap anywhere in the video image to view the control bar and tap the **End Call** button (🔴).
(2) Tap **Disconnect** in the confirmation pop-up.
(3) Tap your device's Home button to exit the app.

Technical Requirements

iOS device

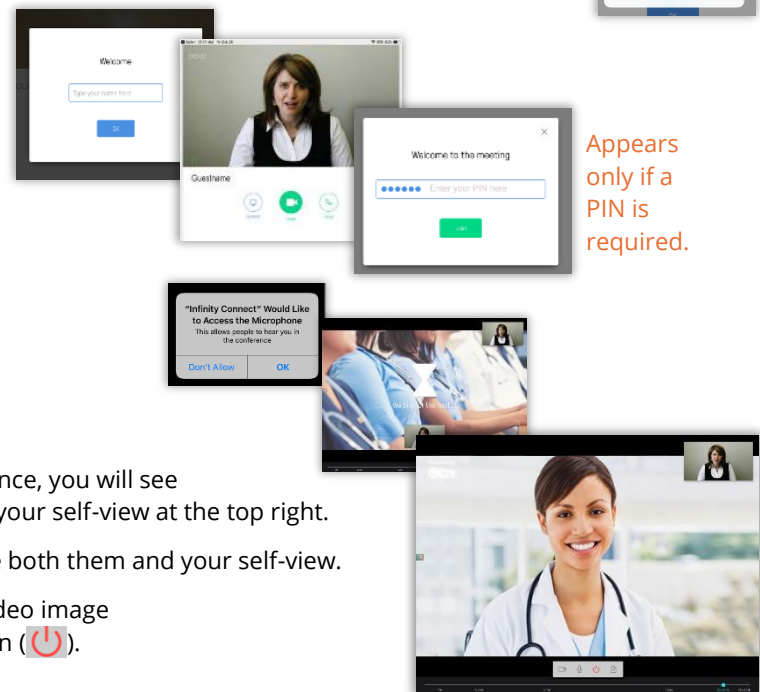
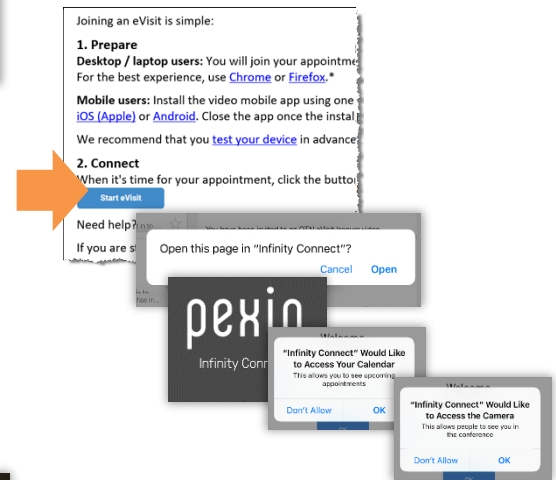
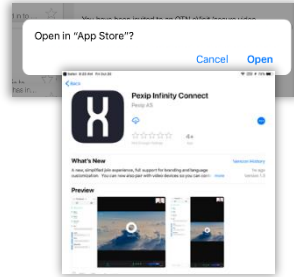
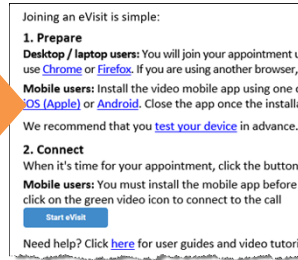
- iOS version 10 or later

Minimum Internet speeds

- Upload 768 Kbps - 1 Mbps per call
- Download 5 Mbps

To test your internet speed

- Call your internet service provider and ask for a test
- Or use the **Test Connection** link in your email invitation ([more info](#)).



Videoconference Controls

The video pane contains several tools to help you control your video session. Specifically, a control bar and a Participants panel.

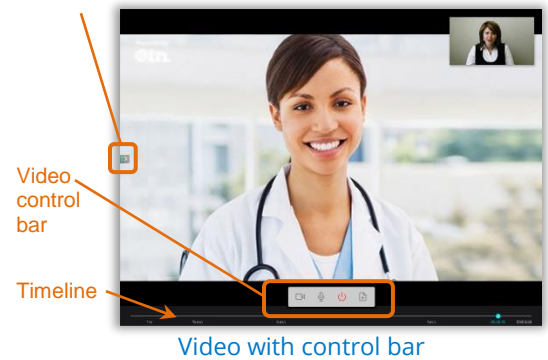
Video Control Bar

When you are in a call, a self-hiding **Video Control bar** appears at the bottom of the video pane. The Video Control bar remains visible for only a couple of seconds and then it hides.

1. To view the **Video Control bar** when it's hidden, tap once anywhere in the main part of the video pane.
2. To hide or show your self-view, tap the self-view picture-in-picture.
3. Tap an icon to toggle through its functions as listed below.

Icon	Description
	Camera: Broadcast image on or off. You've put yourself in privacy mode. (You see/hear others but they cannot see you.)
	Microphone volume: Sound on or muted. You've muted your microphone.
	End call: Disconnects the call.
	Presentation: Ignore this option. It is not needed for eVisits.

Show/hide participants panel (available on an iPad in landscape position)



Participants Panel

After the host joins a videoconference, the Participants panel lists everyone involved. This panel is also where you can change the peripherals in use.

To view or hide the **Participants** panel, on an iPhone, tap the expand arrow . On an iPad, tap the show/hide arrow on the left side of the video image.

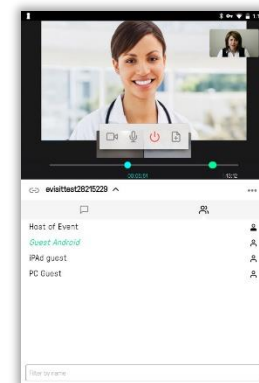
Icon	Description
	Tap to view app messages. (E.g., Locked videoconference)
	Tap to view a list of participants.
	Identifies the host . For example, the doctor who sees the patient.
	Identifies the participants who are not the host.
	More Options: Opens a menu with Control options. To access options for your camera, microphone, and headset, tap Select media devices . To close the Control options and return to the Participants panel, tap the X at the panel's top-right.

- **Front Camera / Back Camera** toggles between activating the two cameras.
- **Microphone / Headset** toggles between microphone peripherals used by your iOS device.
- **Speaker / Headset** toggles between microphone peripherals used by your iOS device.

Video on an iPad



Video on an iPhone



(Participants panel appears only when device is in a vertical position.)