

PatientTouch® Communications BYOD - Android Individual Application Setup Guide

Download the PatientTouch Communications Application

To download the PatientTouch Communications application, visit the link below from the Google Play Store:

<https://play.google.com/store/search?q=patienttouch+communications>

Note: If PatientTouch Communications does not appear in your Google Play Store search results, please make sure that application download restrictions are removed on your device.

Troubleshooting

Use the following information to troubleshoot your device. Please be aware that your user interface may look different depending on the Android device you are using.

Upon first launching the application after download, follow these instructions:

1. Contact your hospital's IT department to enter the server domain
2. You may receive the following questions. Please answer by touching **Allow** on each one.
Stop optimizing battery usage?
Allow PatientTouch v4 to make and manage phone calls?
Allow PatientTouch v4 to record audio?
Allow PatientTouch v4 to take pictures and record video?
Allow PatientTouch v4 to access photos, media, and files on your device?
3. Lastly, enter your username and password to log in

Manual Configuration

Typically, your hospital's IT administrators configure the following settings using MDM. Or, you may have already done so using the above instructions. If however, none of these have taken place, use the instructions below to configure your device.

Configure your device based on the following recommended settings to ensure timely updates and critical notifications:

Notification Settings:

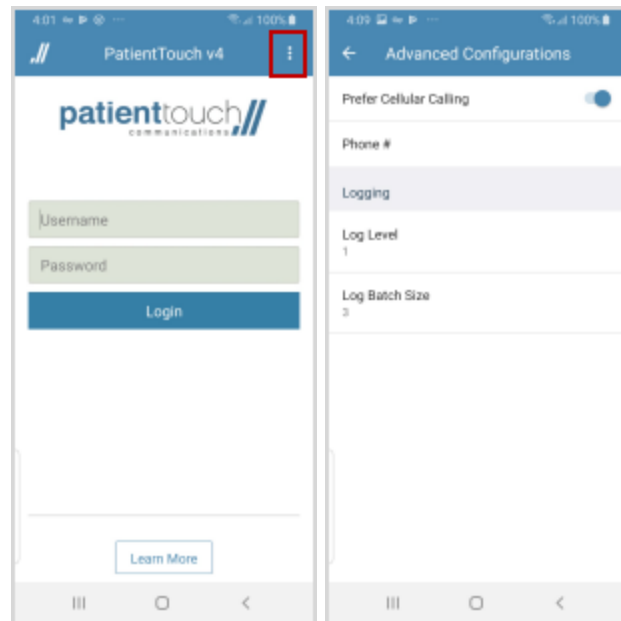
- Select **Settings>Apps>PatientTouch Communications>Notifications**
- Toggle **Show Notifications** to "On"

- Toggle **App icon badges** to "On"
- Toggle **Phone calls** to "On"

Configure PatientTouch Communications settings to:

- Touch **Settings>Advanced Configurations** on the **Login** screen
- Select "Prefer Cellular Calling" to On or blue

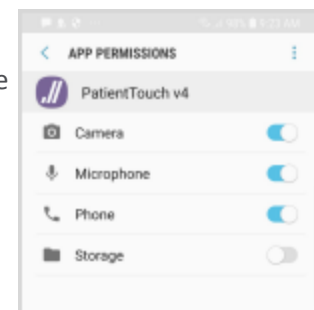
Note: PatientTouch Communications Android users do not have VoIP capabilities. Users can only make calls using the native cellular number of other users. If a user has a 4-digit extension, Android users need to dial the entire 10-digit number.



Microphone, Camera, and Phone Settings

The camera and microphone notifications should display on first use of the application. However, if you need to manually set them up, please use the instructions below.

- Select **Settings>Apps>PatientTouch Communications**
- Select **Permissions**
- Toggle the **Camera** setting to "On"
- Toggle the **Microphone** setting to "On"
- Toggle the **Phone** setting to "On"



Setting Your PIN

Set your 4-digit PIN to quickly log in to the PatientTouch Communication application from Security Mode:

1. Login to the application
2. Touch the Profile tab.
3. Touch Preferences>Reset PIN
4. Enter your password to set the PIN and touch Next.
5. Enter your new 4-digit PIN.

