Patient guide
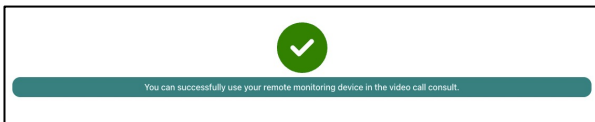
## Connecting your KardiaMobile 6L to your Video Call using Windows or Mac

Please use the **Google Chrome or Microsoft Edge** browser for your Video Call. For iPhones and iPads (iOS devices) or Android devices, please use separate instructions provided by your healthcare provider. Please note: The screenshots below are a guide and may differ slightly depending on your device.

1. Before your appointment, conduct a **_Pre-call check_**:
   - Turn on **Bluetooth** on your computer (link for more information at bottom left of flyer)
   - Activate your KardiaMobile device, resting it on the skin of your knee or ankle
   - Use this link to do a **_pre-call check:_**

   https://pmcheck.videocall.org.au/

   You can successfully use your remote monitoring device in the video call consult.

2. On appointment day, ensure Bluetooth is turned on for your computer.
   Important information for Windows users:

   Before starting the call, pair your Kardia6L device by going to **Settings > Bluetooth and other devices** and add the Kardia device. You only need to do this once.
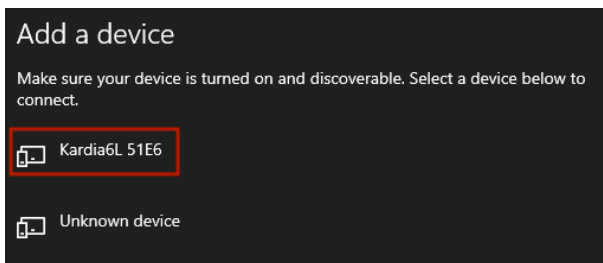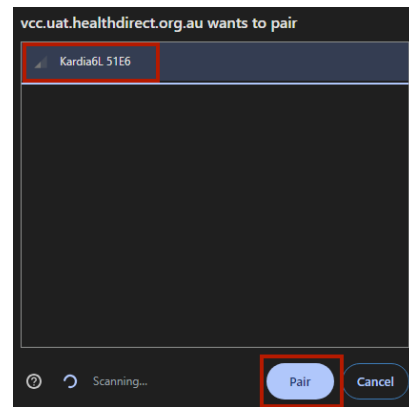

   Once added you will see a message that **'your device is ready to go'.**

3. Start the Video Call using the link provided by your healthcare provider. Please use the **Google Chrome** or **MS Edge** browser. Ensure the KardiaMobile device is nearby.

4. When your doctor joins, they will give you instructions abut how to hold the KardiaMobile device correctly and pair it into the Video Call.

5. Click on **_Click here to connect to your medical device_** when you see it on your screen:

6. A pop-up will appear with the name of the monitoring device available to pair. Select Kardia 6L and click on **_Pair._**

7. Your readings should now display on the screen. These may take a moment to appear.

For more information, click the link below:
https://help.vcc.healthdirect.org.au/en_US/patient-remote-monitoring

Need more help?
Phone: 1800 580 771
Email: videocallsupport@healthdirect.org.au