

For iPhone or Android

How to make a Google Duo video call on your own device



We understand how important it is for you to receive support from your loved ones and friends while you are in the hospital. Below are instructions on how to stay connected using a video call.

First, confirm your contact/loved one has also downloaded the app you intend to use.

Get your phone ready



Make sure your phone is charged.
You don't want your call dropped!



Make sure you are connected to
Cleveland Clinic's public Wi-Fi.

To ensure your privacy,
we ask that you end
calls when your care
team is in the room
and providing care.

Download the Google Duo App on your device

1

Tap the **App Store** icon on your home screen to open the Apple app store, enter **Google Duo** in the search bar and click **Search**.



Google Duo (US)
High Quality Video Calling App
Google LLC
#2 in Social Networking
★★★★★ 4.7, 554.4K Ratings
Free

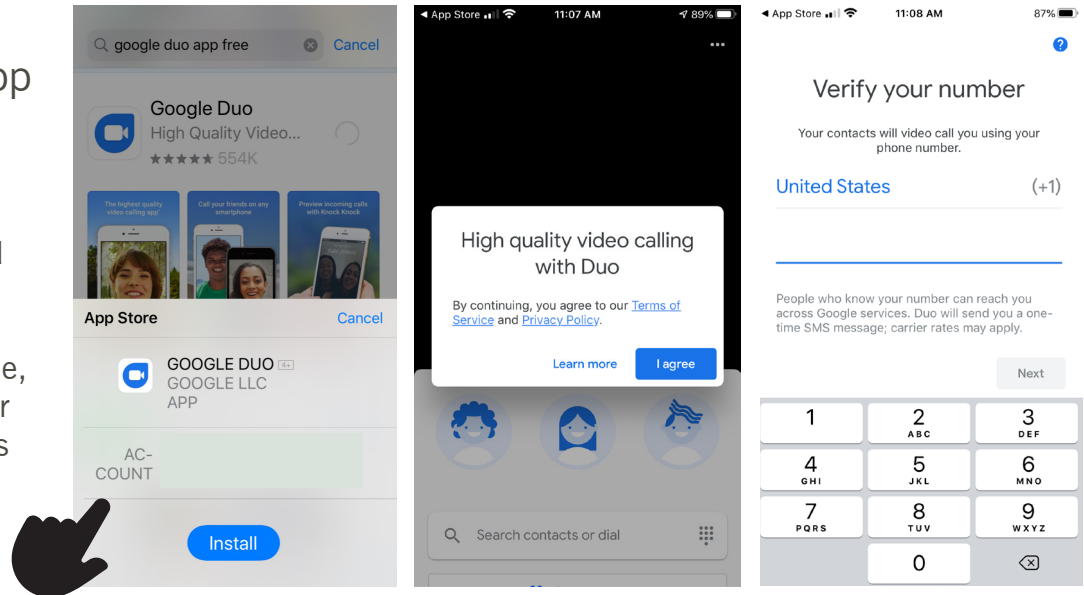
GET

Screenshots iPhone iPad



2 Download the Google Duo app to your device.

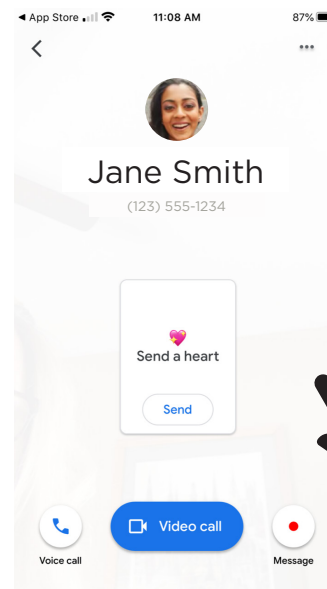
Approve app access to prompted permissions (e.g. privacy policy, camera, microphone, etc.) and verify your phone number. This step is required.



3 Tap the Google Duo app icon on your phone home screen to open the app.



4 Enter the contact's phone number. Tap **View calling options**, and tap **Select Video Call** to start the video chat encounter. Your phone number will be visible at all times.



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