

# MTM

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# VIDEOS

## **Owner's Guide**

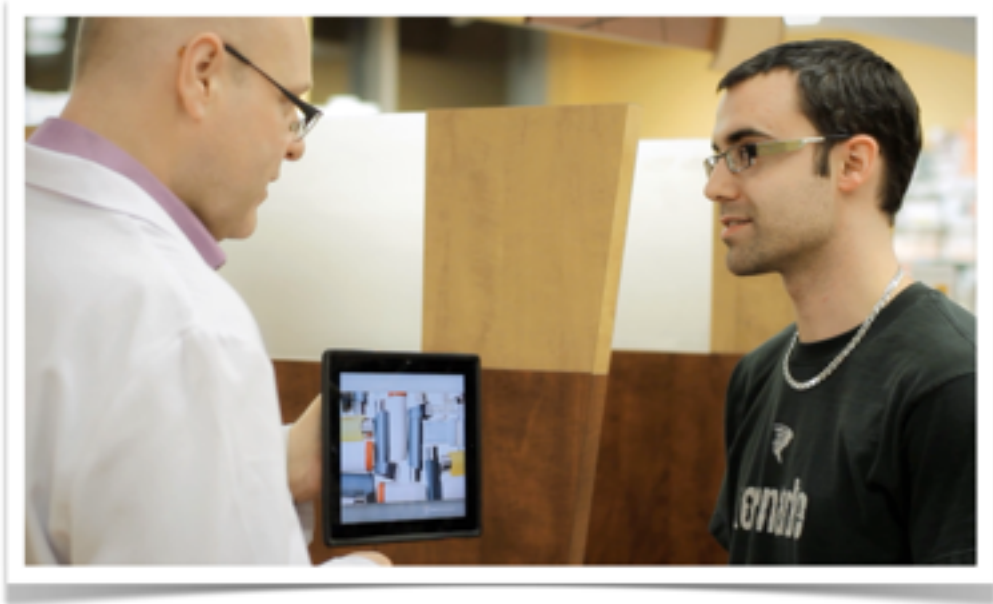
Getting Started with the  
MTM Videos program



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# Welcome to the MTM Videos Program



More than 50% of your patients do not take their medications properly. Our Patient Education Videos help them better understand how to properly take their medications and improve compliance.

You have in your hands a sales building machine that is not only going to increase your profits and increase your customer referrals, but it is also going to significantly increase the value of your pharmacy.

In this brief guide, we have included the tools needed to get you started with the MTM Videos Program. We understand that starting a new program in your pharmacy can be overwhelming, that's why we organized this turnkey owner's guide providing you with important pointers for a successful implementation. Your involvement in this program and your success is critical to us!

# Step 1:

## Downloading MTM Videos on Your iPad

Click here to view a video: How to Download the MTM Videos App



# 1



### Connect Your iPad to a Wi-Fi Network

In your iPad, go to Settings/Wi-Fi and select your network. In order to avoid any interruptions in the downloading process, make sure your Wi-Fi signal is both strong and reliable. **Please note that using a mobile data connection will NOT work.**

# 2



### Update Your iPad with the Latest iOS

In your iPad, go to Settings/General/Software Update and check for notices. If "Software updated" is shown on screen, you're all set! If that's not the case, you need to update your iOS. This may take a few minutes, and once completed, your iPad will reboot.

# 3



### Download the App

Touch the App Store Icon, search for MTM Videos in the search bar at the top right corner and install the App by clicking on Free. Note: the App downloaded from the App store is simply a container, and does not include the content (the videos).

# 4



### Enter Your Apple ID

The App Store will ask for your Apple ID username and password. If you do not remember your Apple ID, **[click here to reset your password or to create a new Apple ID.](#)**

# Step 1:

## Downloading MTM Videos on Your iPad

Click here to view a video: How to Download the MTM Videos App



# 5



### Open the MTM Videos App

Once you have successfully downloaded the MTM Videos App, return to the iPad's home page and select the red MTM Videos App icon.

# 6



### Download the videos (content)

Within the MTM Videos App, enter your MTM Videos username and password included in your Welcome Email. If you do not have access to your welcome email, please contact us.

Once you have entered your username and password, your videos will begin to download.

**This may take a few hours depending on your Internet connection speed.**

We strongly suggest that you leave the iPad aside during this time to avoid interruptions.

## Contact Us For Assistance:

# 1-800-959-0175

# info@mtmvideos.com

## Step 2: Implementing the MTM Videos Program in Your Store

1



### Designate a staff member to be in charge of the MTM Videos program in your pharmacy

We strongly suggest that this task be assigned to a technician. This person will participate in the training session (step 2), ensure the iPad is always up-to-date and that all staff members participate in the program.

2



### Register / Watch Free Online Training

We strongly recommend one or several of your staff members join the MTM Videos training for a successful implementation of the program. A thorough walk-through of all features included in the membership will be given by one of our implementation specialist.



#### MTM Videos Live Training:

**5 easy steps to successfully implement the program in your pharmacy**

**[CLICK HERE TO REGISTER](#)**

- Familiarize yourself with **video content**
- Learn how to successfully **integrate the program** in your workflow
- Find out where to install your iPad and other **implementation tools**
- Discover how to use the **email feature** through your **personalized dashboard**
- Find out how to add MTM Videos to your **Facebook page and website.**



**Can't seem to find the time to register for a live training? All of our content is available online at anytime via video!**

**[CLICK HERE TO WATCH ONLINE](#)**

You can watch the MTM Videos Training at your convenience, which includes the same information you would receive during a live webinar.

**[CONTACT US TO SCHEDULE A ONE-ON-ONE TRAINING SESSION AT A CONVENIENT TIME](#)**  
**1-800-959-0175**

# Frequently Asked Questions (FAQ)

## Troubleshooting

**How can I obtain my Apple ID username and/or password?**

Your Apple ID username and password are usually set by the owner of the iPad once the iPad is configured upon purchase. To change, modify, or reset your Apple ID within your iPad, go to Settings/iTunes and App Store. Alternatively, visit <https://appleid.apple.com/>

**Where can I find my MTM Videos username and password?**

Your MTM Videos username and password is included in your welcome email sent by one of our staff members to the email address you provided on your order form. Please check your SPAM folder. If you cannot find your email, contact us to obtain your username and password: 1-800-959-0175 and/or [info@mtmvideos.com](mailto:info@mtmvideos.com)

**I'm receiving the following message: *You have reached the maximum number of devices.***

**How can I fix this?**

This was most likely caused by several interruptions with your Internet connection during the downloading process. Please contact us directly and we will manually resolve this issue: 1-800-959-0175 and/or [info@mtmvideos.com](mailto:info@mtmvideos.com)

**I'm receiving the following message: *Your license has expired.***  
**How can I fix this?**

You may have reached the end of your license period, or perhaps you haven't updated your MTM Videos App in a little while. Please contact us directly and we will manually resolve this issue: 1-800-959-0175 and/or [info@mtmvideos.com](mailto:info@mtmvideos.com)

**I'm trying to play some videos from your App yet they are not working. How can I make them work?**

If the videos aren't playing back, this means that the video content was not completed downloaded on your iPad. To download the remaining content, launch your MTM Videos App. Once launched, touch the screen and slide your finger down. A new window will appear at the top of your screen. Press Update at the top right corner.

**I'm locked out of my iPad. What can I do?**

If you set up a password to lock your iPad and can no longer remember it, you will need to restore your iPad. Please note that you will lose all downloaded applications, photos, videos, and other data. **[Click here for more information on how to restore your iPad.](#)**

# Frequently Asked Questions (FAQs)

## iPad in Your Store

**Do I need Wi-Fi in the store?**

You don't need Wi-Fi in your store to show videos on the iPad. However, a Wi-Fi connection is required to (1) install the MTM Videos app and download the videos on your iPad, (2) email the videos from the iPad, and (3) update the app and download new video content.

**How can I secure my iPad in store?**

We highly recommend you secure your iPad to avoid theft. Secure mounts for all iPad types can be purchased online at the following website: <http://www.rammount.com>.

**How can I make sure customers don't use other apps on the iPad?**

The Guided Access mode, available with iOS 6 and later versions, limits the iPad to one app by disabling the Home button so your customers can't browse other apps. This ensures that the device is used only to watch patient education videos.

Click here to view a video:  
How to Enable Guided Access on my iPad



**Where should I install my iPad?**

Different installation options exist depending on your store's size and workflow. Since your staff members are responsible for playing back the videos, we strongly suggest placing the iPad close to the lab (consultation area/drop-off area).

Click here to view a video:  
Where to install my iPad and other implementation tools



## MTM Videos

**How do I update MTM Videos?**

Updating your MTM Videos App once a month is highly recommended for a better user experience and access to new video content. To update MTM Videos, launch your MTM Videos App. Once launched, touch the screen and slide your finger down. A new window will appear at the top of your screen. Press Update at the top right corner.

Click here to view a video:  
How to Update the MTM Videos App





# Frequently Asked Questions (FAQs)

## MTM Videos

### What is the dashboard and how can I access it?

The dashboard is a personalized online platform accessible by you and your staff members to **send the MTM health videos by email** to your customers, access your **list of emails sent**, create **promotional coupons**, and **personalize your account** with a logo and staff photo.

**[Click here to access your dashboard.](#)** Make sure you have your MTM username and password to log in.

Click here to view a video:  
How to use your personalized dashboard



### How can I connect my iPad to TV / Display?

You will need the following equipment:

- TV / Display with HDMI port
- iPad (or iPad mini)
- HDMI cable
- 30-pin Digital AV Adaptor (for iPad 2 only)
- Lightning Digital AV Adapter (for iPad mini and iPad air only)

Steps:

- Connect the HDMI cable to your TV / Display and Adaptor
- Connect the Adaptor to your iPad
- Select the HDMI input using your TV / Display remote
- The mirror-image will automatically appear on your TV / Display

### How can I loop videos to broadcast on my waiting room TV / Display?

If there's a TV in your waiting room, why not use it at its full potential? Broadcast presentations created from your MTM Videos App directly on your TV and promote your services or local businesses for additional revenues!

Click here to view a video:  
How can I create a presentation using the app?

