

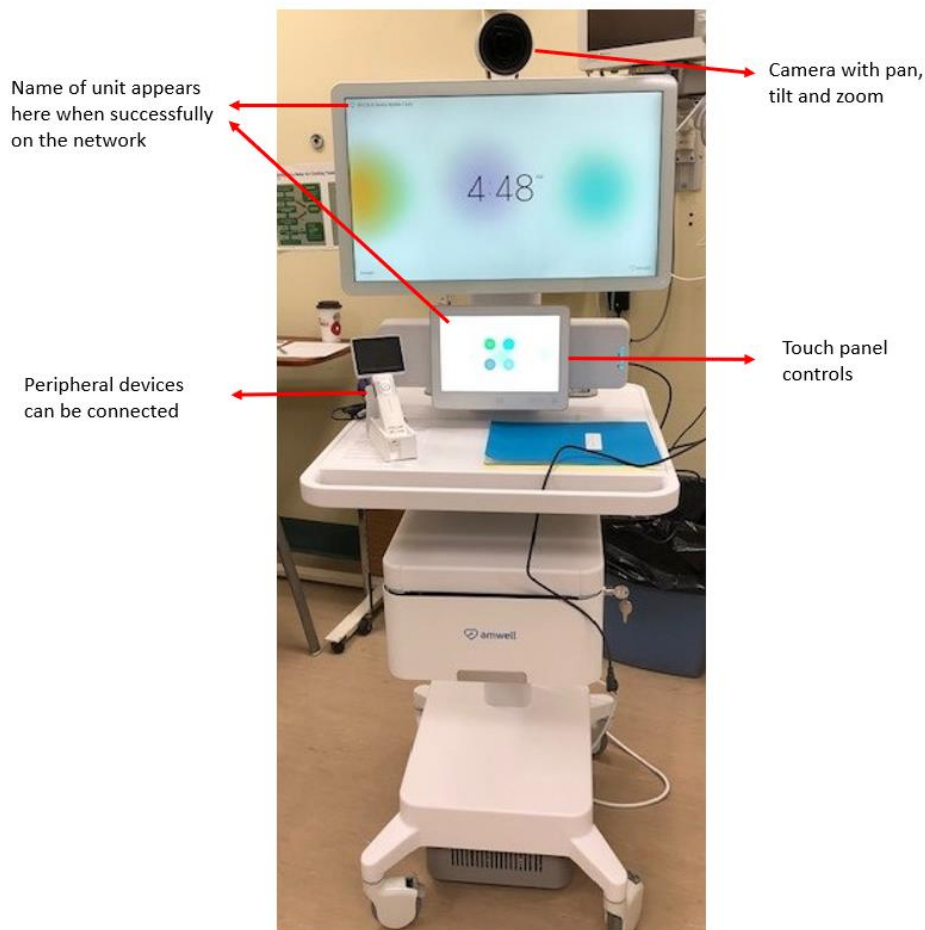
Quick Reference Guide

VIRTUAL CARE ENDPOINT: AMWELL MOBILE CART

This quick reference guide demonstrates how to use an Amwell Mobile Cart. This clinical cart has touch panel (touchpad) controls and the camera has pan, tilt and zoom capabilities. Peripheral devices, such as exam cameras and digital stethoscopes, can be used with the cart, as needed.

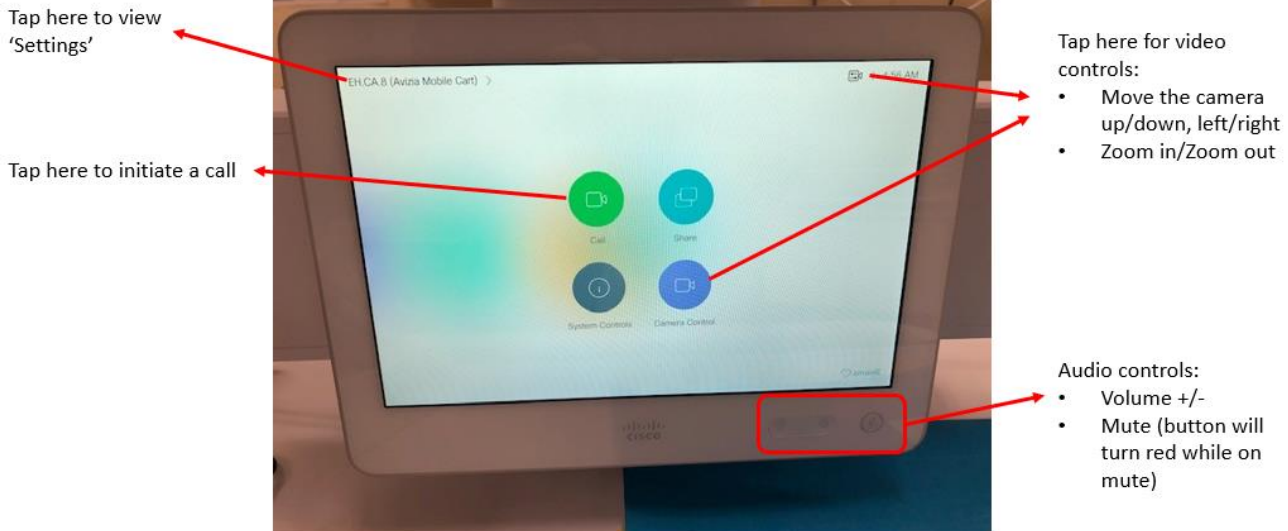
Getting Started

- Ensure the endpoint is:
 - adequately charged and/or plugged in to a power source
 - plugged into a network jack labeled 'Telehealth' or 'Video' or that it is successfully connected to the wireless network (if applicable)
Note: If the endpoint is **not** connected to the network, you will see 'No network connection' in the top left corner of the screen and touchpad
- The endpoint will 'wake-up' when someone taps the touchpad or when there is an incoming call



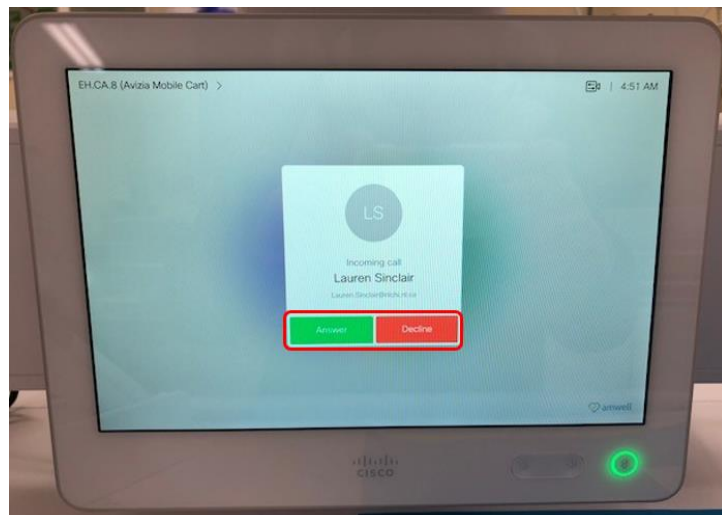
Touch Panel

- To navigate the system, use the touch panel:



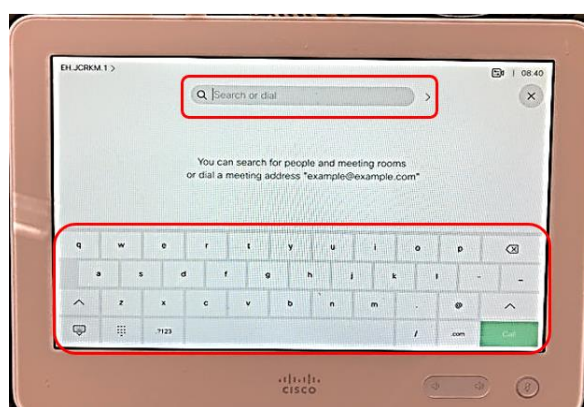
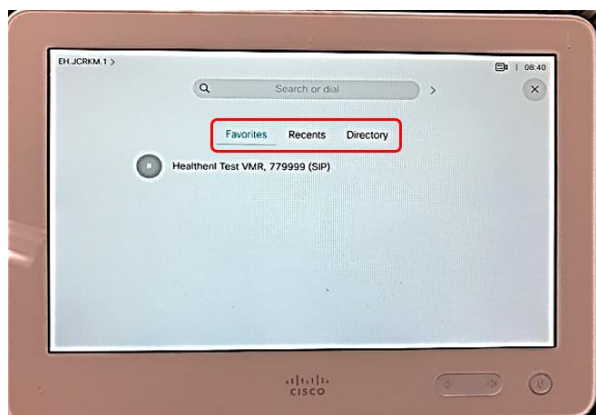
Receiving a Call

- When there is an incoming call, you will hear a ringtone.
 - Tap **Decline** on the touchpad to decline the call. If you decline, a message stating that the unit is busy will be sent to the caller
 - Tap **Answer** on the touchpad to answer an incoming call



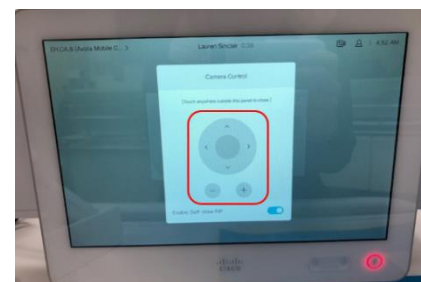
Initiating a Call

- To initiate a call:
 - Tap **Call** on the touchpad home screen
 - Select the dialing information for the person or virtual care endpoint you would like to call:
 - Tap **Favorites** to view and select a contact that has been saved
 - Tap **Recents** to view and select a contact from a list of recent calls
 - Tap **Directory** to view and select a contact from the virtual care directory/phonebook
- OR**
- Tap the **Search or dial** bar and then use the touch keyboard to enter dialing information for the call or search for a contact
 - To initiate the call, tap **Call** next to the applicable contact



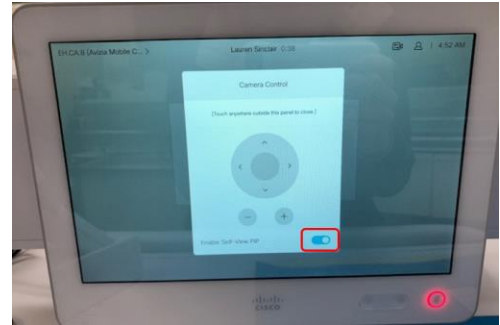
Call Options

- To adjust the camera's pan, tilt and zoom, tap the **Camera** icon in the top right corner. **Note:** Before a call, you can also tap the **Camera Control** icon in the center of the touchpad screen to adjust camera. While in a call, tap the **Camera Control** icon at the bottom of the touchpad to adjust the camera.
- **DO NOT TOUCH OR MANUALLY MOVE THE CAMERA**
- Use the arrows to adjust the camera direction and the +/- to adjust the zoom. Tap anywhere outside the menu when you are done

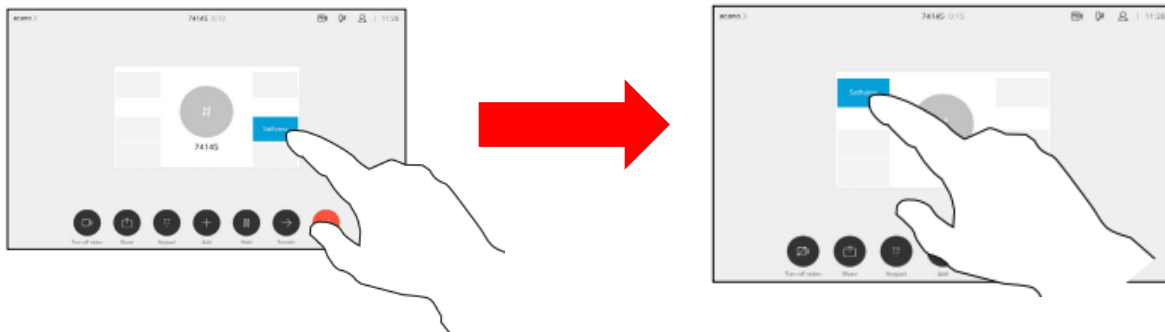


Please note: This camera also has the ability be controlled by other call participants (i.e. 'Far End Camera Control')

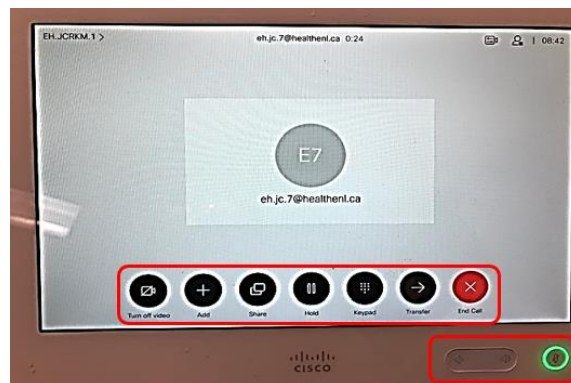
- To turn the self-view on while in a call, tap the **Camera Control** icon on the touchpad screen. Tap the circle next to 'Enable to self-view' to turn on self-view. Tap this circle again to turn off self-view



- To move the self-view image while in a call, tap and hold the self-view icon on the touchpad screen. The self-view image turns **blue** and you can see alternative positions available for the image to appear on the screen. Keep holding the icon, drag it to the new position and then release the image in the new position



- Use the volume +/- and mute buttons at the bottom of the touch panel to adjust audio settings. Please note that the mute button will be **red** while you are on mute
- While in a call, tap anywhere on the touchpad screen to view the call options menu:
 - Tap **Turn off video** to turn off your video. Please note that the other call participants will not be able to see you, but they will still be able to hear you
 - Tap **Hold** to place the call on hold. Tap **Resume** to resume the call
 - Tap **End Call** to leave the call



Please note: To clean/disinfect the unit and touch panel, use 70% isopropyl alcohol solution or wipes.