

amwell® C500 Connect Quick Reference

RECEIVE A CALL*

When the Provider is ready, the C500 Cart will either ring for you to answer, or the cart will auto-answer.



Reject Call

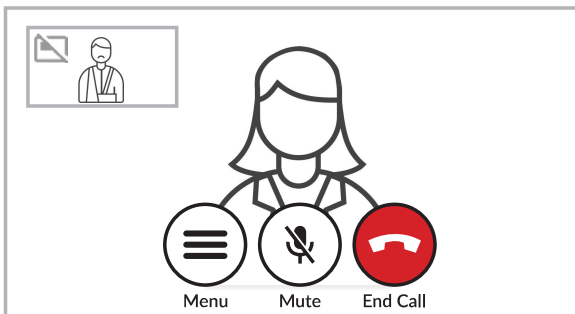


Accept Call

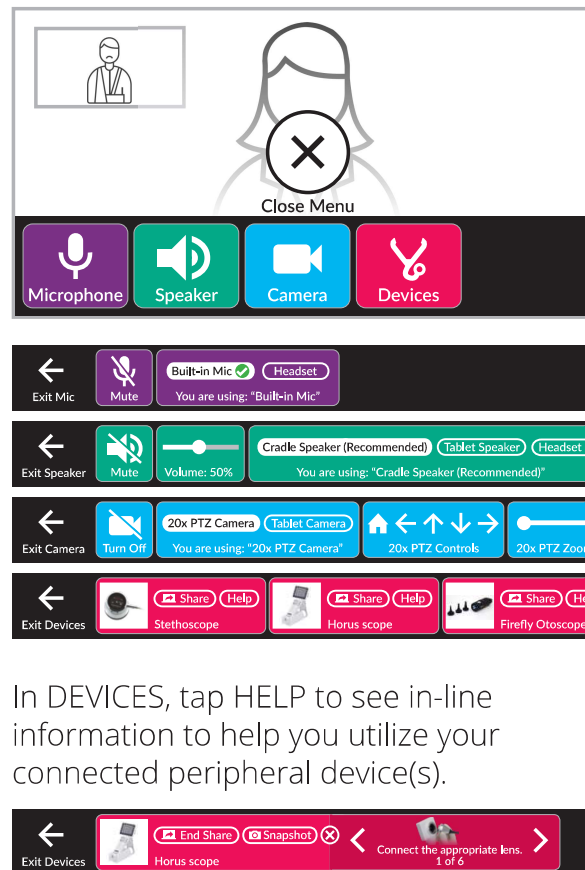
WHEN IN A CALL*

When the video call begins, the Provider will be seen on the screen with a PIP (picture-in-picture) of the Patient Selfview in the upper left corner.

You can toggle the PIP selfview On/Off by tapping on  (PIP icon).



- Tap MENU and the corresponding tab to see more control options for the Microphone, Speaker, Camera, and Devices.



CALL CONTROLS

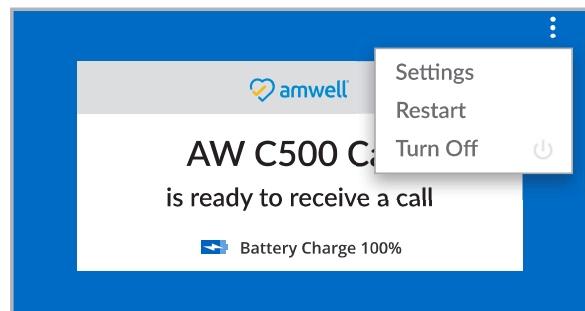
- Tap on the screen to reveal the system's CALL CONTROLS.
- Tap MUTE to prevent the local microphone from sending audio to the other participant(s).
- Tap END CALL to end the video consult.

In DEVICES, tap HELP to see in-line information to help you utilize your connected peripheral device(s).

RESTARTING THE C500

As needed, or you have been advised to do so by an administrator, you can restart the C500 by tapping the 'More' menu at the top-right and selecting RESTART. The system will take a few moments to reboot.

NOTE: You will not be able to receive calls while the system restarts.



* The Amwell C500 Cart can accommodate various work flows depending on how your organization is setup.