

Remote staff connecting to Amwell carts can change the camera, microphone, and speaker settings within the Quick Connect call.

Changing the Cart Settings

Amwell carts have two cameras, one is built in within the monitor and the other is attached to the top of the monitor. Once staff have connected to the Amwell cart they can change which camera is selected. Staff on-site can also change the camera, if needed.

Microphone settings can also be changed as needed to increase or decrease the sound detected by the microphone.

STEP 1: Click the **More** button at the bottom of the video.

STEP 2: Select **Remote Device Settings**, under **Remote Device**.

STEP 3: Click the **Remote Camera** dropdown to change which camera is selected.

- 4x PTZ Camera (internal) is the camera built into the monitor which can zoom in and out.
- 10x PTZ Camera is the camera attached to the top of the monitor which can zoom in and out, move up and, and left to right.

STEP 4: For **Microphone gain**, click the minus or plus icons to decrease or increase the sound detected by the microphone.

STEP 5: For **Speaker volume**, click the minus or plus icons to decrease or increase the sound detected by the microphone.

NOTE: If staff are frequently changing these settings and would like the default changed, submit a [HelpDesk ticket](#).

