Camera and audio settings in Amwell and Zoom may change when navigating between the two platforms. Staff have the ability to check these settings individually, when necessary.

Camera and Audio Settings on Zoom

➢ **Camera**

STEP 1:   Click the **profile** icon in Zoom, located in the upper right-hand corner.

STEP 2:   Click **Settings**.

STEP 3:   Click **Video**.

STEP 4:   Use the Camera dropdown to select the appropriate camera.

- When the appropriate camera is selected, there will be a display.

STEP 5:   Click the **X** in the upper right-hand corner of the **Settings** window to close.

➢ **Audio**

STEP 1:   Click the **profile** icon in Zoom, located in the upper right-hand corner.

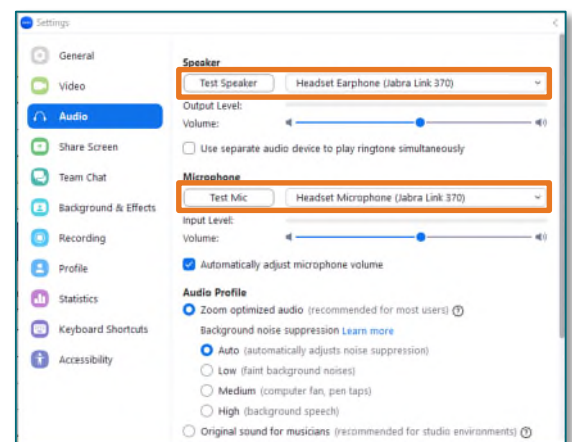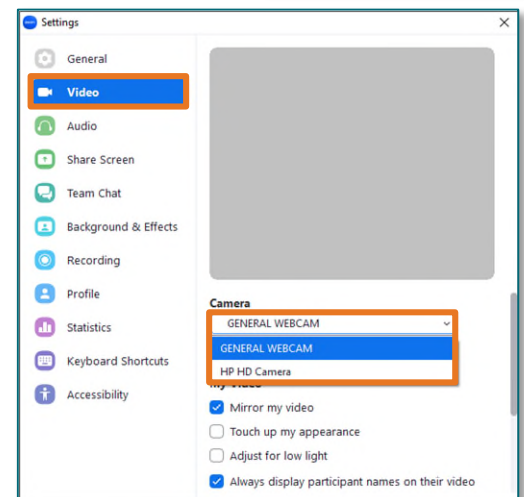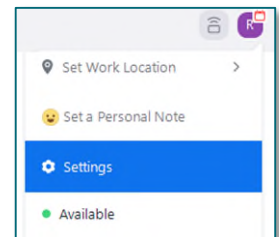STEP 2:   Click **Settings**.

STEP 3:   Click **Audio**.

STEP 4:   Under **Speaker** use the dropdown to select the appropriate speaker.

- Click **Test Speaker** to hear the test sound and adjust as needed.

STEP 5:   Under **Microphone** use the dropdown to select the appropriate microphone.

- Click **Test Microphone**. Speak into the microphone and click **Recording**. The recording will start playing.

STEP 6:   Click the **X** in the upper right-hand corner of the **Settings** window to close.

Audio and Microphone Setting on Amwell

➢ **Test Audio and Video**

STEP 1: Click the following link Test your devices - Telehealth Visit - Northern Light Health (amwell.com).
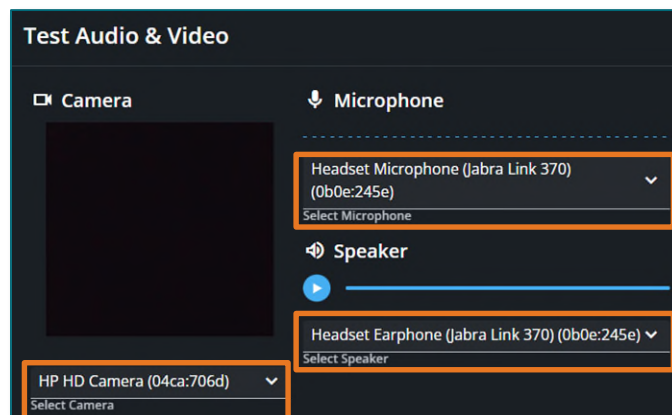
STEP 2: Click the **Camera** dropdown, if needed, to select the appropriate camera setting.

STEP 3: Under **Microphone**, talk into the microphone device.

- If there is no increase in height of the bars, use the dropdown to select the appropriate microphone.

STEP 4: Under the **Speaker**, click **Play**.

- If there is no sound coming through the speaker, use the dropdown to select the appropriate speaker.

➢ **Changing Device Settings**

STEP 1: Select **More** at the bottom of the video.

STEP 2: Click **Device Settings**.

STEP 3: The **Device Settings** window opens.

- Select the appropriate camera and audio settings as needed.