Camera and Audio settings in Zoom and Amwell 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 your profile icon in Zoom, located in the upper right-hand corner.

STEP 2: Click **Settings**.

STEP 3: Click **Video**.

STEP 4: Use the Camera drop down to select the appropriate Camera.

▪ When the appropriate camera is selected, you should be able to see a display.

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

➢ Audio

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

STEP 2: Click **Settings**.
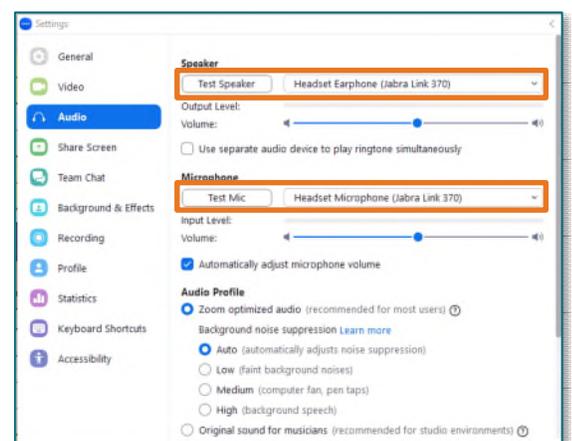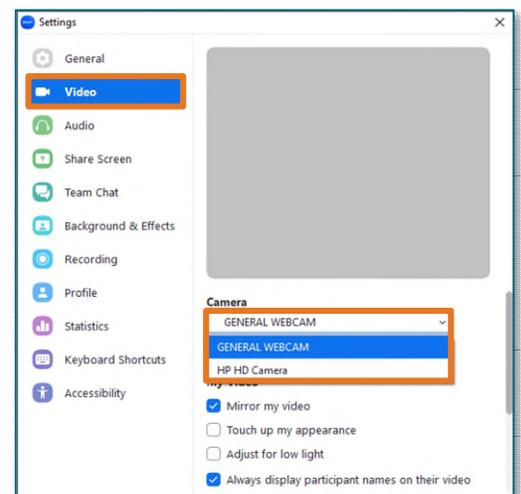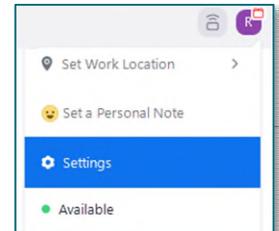
STEP 3: Click **Audio**.

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

▪ Click **Test Speaker** to see if you can hear the test sound and adjust as needed.

STEP 5: Under **Microphone** use the drop down 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** drop down, 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 drop down to select the appropriate microphone.

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

- If there is no sound coming through the speaker, use the drop down 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.