Amwell Technology Check

Prior to your video visit, Amwell will ask to test your technology and make sure you are ready to connect.

If you are unable to complete a testing step for any reason, click No. Instructions will appear to help troubleshoot additional settings on your technology.

- Please call 612-672-7266 for any technical issues that you encounter while using this platform.

**CAMERA TEST:**

- Verify you can see yourself in the Camera Test window. Click Yes.

If you need assistance you can contact support at any time.
MICROPHONE TEST:
- Talk out loud and verify you can see the blue, audio bar moving. Click Yes.

SPEAKER TEST:
- Press the Play Sound button and verify you can hear the sound. Click Yes.
TEST CALL:
• Verify you can see the doctor image in the Test Call window. Click Yes. Note: This may take a few moments.
If your technology passes each test, a message will appear saying you are ready for your video visit.
Enter a valid phone number (callback number) to display to your care team in case a video connection cannot be established. Click Next Step.
START YOUR VISIT
Click *Start Your Visit!* to enter the waiting room for your video visit.

WAITING ROOM
A message will appear to let you know you are in the waiting room for your video visit.
You will receive an Incoming Call notification when your provider is ready to connect. Click **Accept**.

![Incoming Call](image)

**Your Provider**

**Accept**  **Decline**