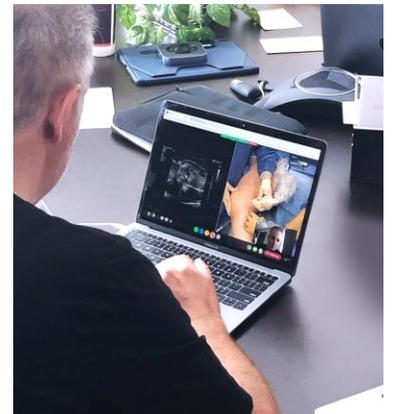




Facility Guide



This document is provided as a supplement to the Instructions for Use. Always refer to the Instructions For Use for complete operating instructions, warnings and precautions.

Avail Medsystems, Inc.
Santa Clara, CA 95054
avail.io

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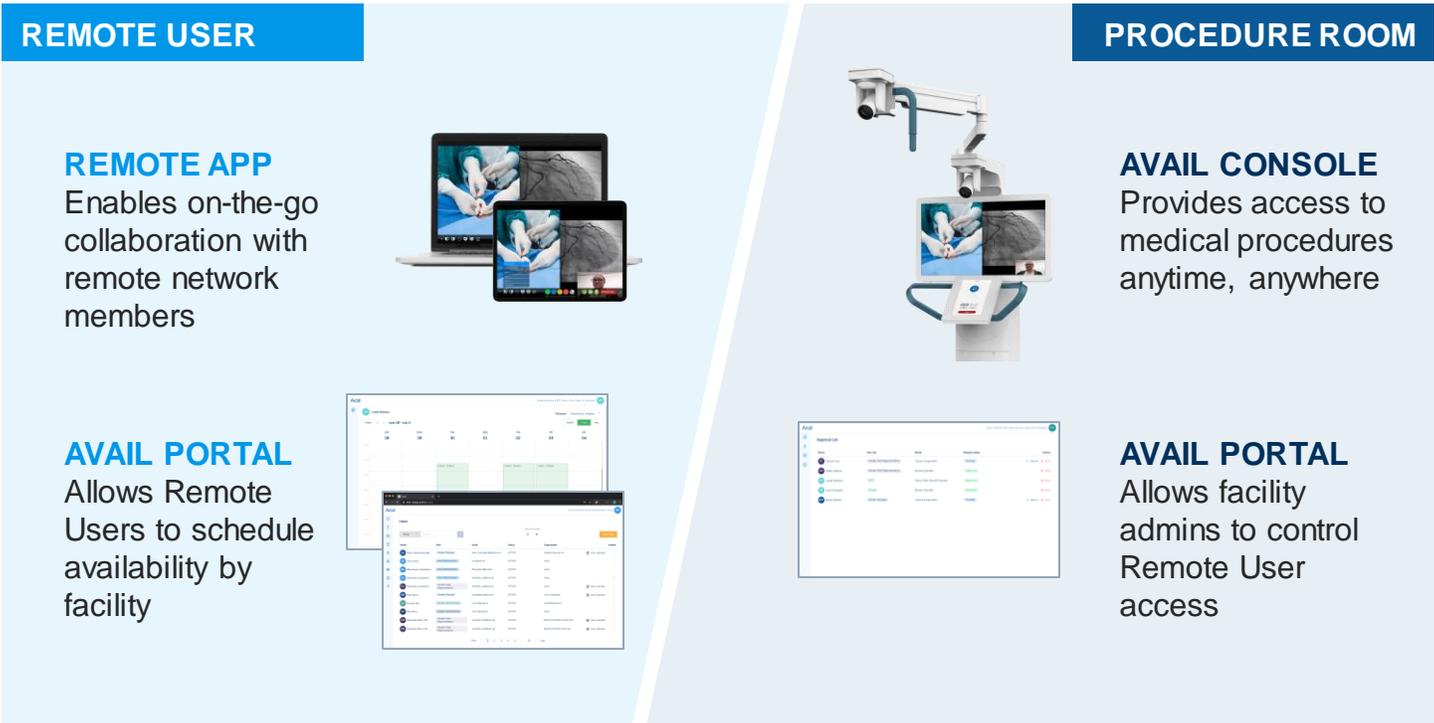
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Initial Setup

The identified Facility Administrator will need to complete the initial setup section found in the appendix.

Overview

The Avail System and services are intended to passively transfer and display information for remote sharing and are not intended to diagnose, treat, cure, or prevent any disease.



Technical Support



1-833-GO-AVAIL (462-8245)
Available 24/7/365

The Avail Support team is available 24 hours a day, seven days a week for facilities if the Avail Console is not running as expected.

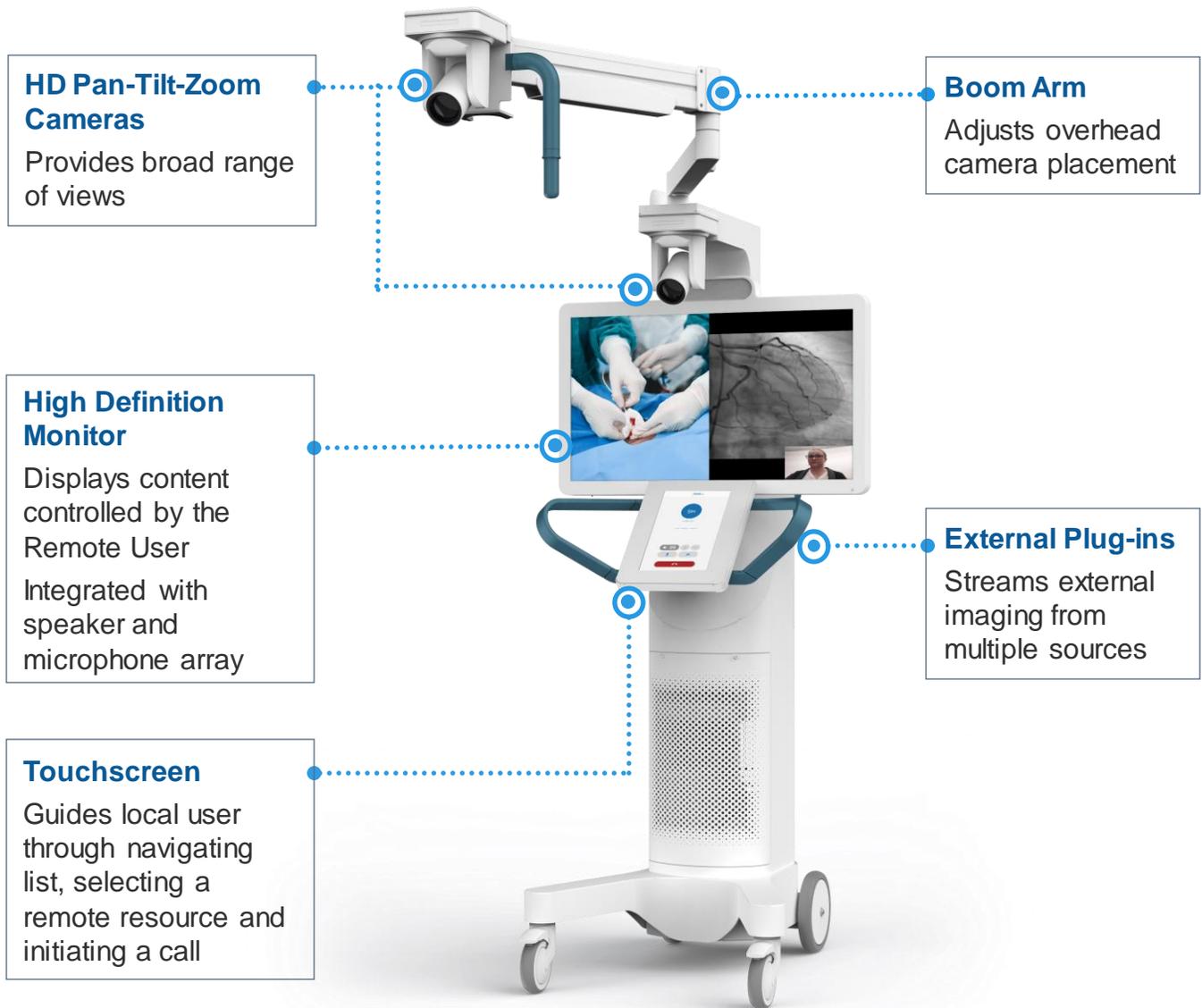
Internet Bandwidth (WAN)

Test prior to starting a call to ensure consistent media quality. Poor internet speeds may result in reduced media quality.

Recommended Bandwidth at Console Location

25Mbps (min. speed of 10Mbps)

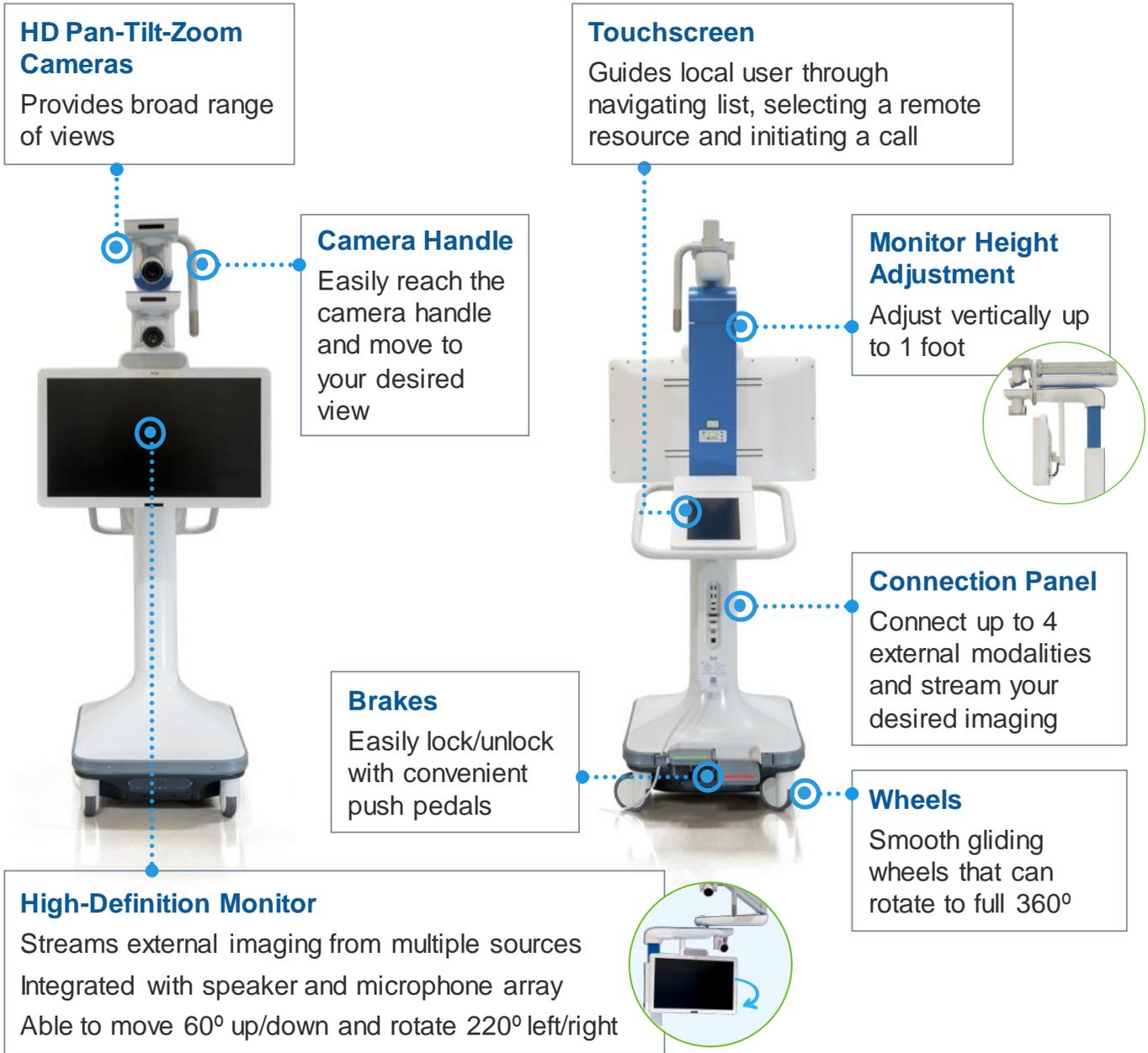
Avail Console, AC-150



Room Requirements

- Level floor that accommodates dimensional requirement (see APPENDIX for Console dimensions)
- Accessible Ethernet jacks in the room
- Access to an isolated 15amp grounded circuit (non-dedicated)
- Desired external modalities located in the same room as the Avail Console

Avail Console, AC-200



Room Requirements

- Level floor that accommodates dimensional requirement (see APPENDIX for Console dimensions)
- Accessible Ethernet jacks in the room
- Access to an isolated 15amp grounded circuit (non-dedicated)
- Desired external modalities located in the same room as the Avail Console

Quick Reference

Prepare



POINTS OF CONTACT
Determine support team

Before Placing the Call



PLACE CONSOLE
Place at the foot of the operating table or across from physician, with uninterrupted line of sight and lock wheels



PLUG IN CONSOLE
Use an isolated and grounded outlet or isolated, grounded and power backup outlet
Ensure cord is not a trip hazard



CONNECT CONNECTIONS
Connect RJ45 Ethernet to Console
Connect desired external sources (*if available*) to Console



POWER ON CONSOLE
Press and hold the power button (until audible beep)
Confirm “unlock” button is displayed



FINALIZE SETUP
Ensure Remote User aligns to room
Determine audio needed

Calling the Remote User



INITIATE CALL
Press “unlock” to pair the room and select therapy, procedure, industry and call the Remote User



ADJUST AUDIO
Adjust volume, mute/unmute the Console microphone or camera



CONNECT EXTERNAL MIC
as needed
Pair Bluetooth audio

Post-Procedure



CONSOLE CARE
Turn off, unplug and clean Console



STORAGE
Move to a secure location, lock wheels and reconnect to power source and hospital network if available

Prepare for Case



DETERMINE POINTS OF CONTACT

At least 1 day prior to case

- Avail account manager, if applicable
- Facility super user
- Industry representative, if applicable

Technical Support

1-833-GO-AVAIL (462-8245)

Available 24/7/365

Before Placing the Call

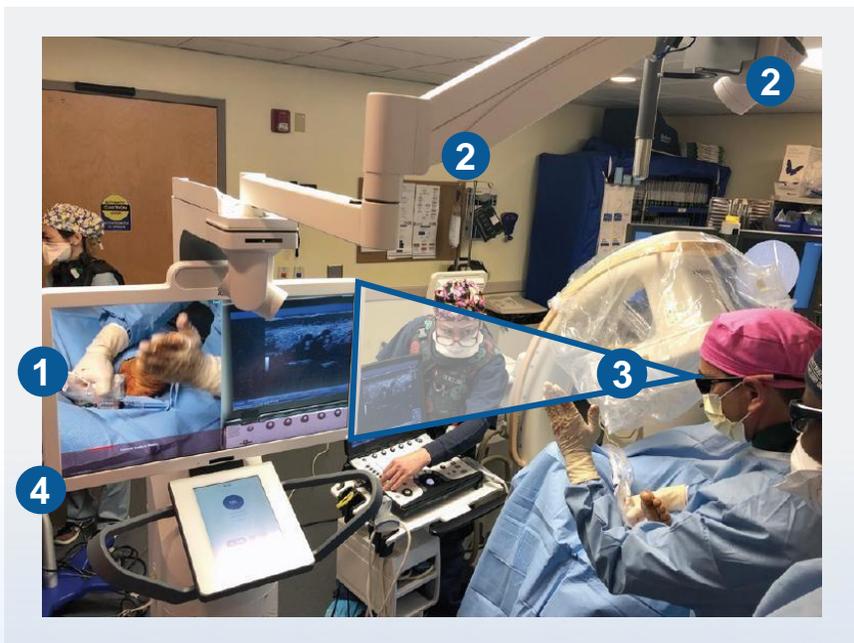
During initial start-up phase, allot ample time for setup



PLACE CONSOLE

Consult with lead nurse or tech to determine the best location for Console placement

1. Place the Console outside the sterile field at the foot of the operating table or across from physician and lock wheels into place
2. Place the boom arm outside the sterile field with the overhead camera directly above the surgical field
 - If preferred, cover overhead camera arm in a sterile drape
 - *Do not manually move the cameras*
3. Ensure physician has a clear and uninterrupted line of sight to the Avail Monitor
4. Adjust the Console Monitor height for optimal viewing (AC-200 only)



NOTE

If using sterile drape to cover the boom arm, ensure it does not cover the camera or its lens to avoid obstructing view of the camera.



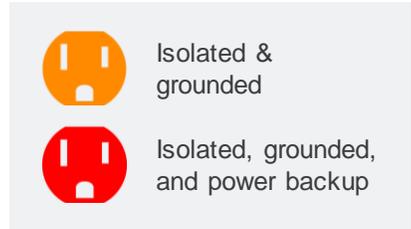
The Avail Console is not designed for use in the sterile field. Recommend placing the Console and overhead camera arm outside the sterile field.

Before Placing the Call *(continued)*



PLUG IN CONSOLE

- Use an isolated and grounded outlet or isolated, grounded and power backup outlet
- Ensure power cord is routed and placed so it does not pose a trip hazard



Voltage	120VAC
Frequency	60Hz
Power	500VA

TIP: Ensure all cords/cables are routed and placed so they do not pose a trip hazard. It is recommended to tape all cables to the floor.

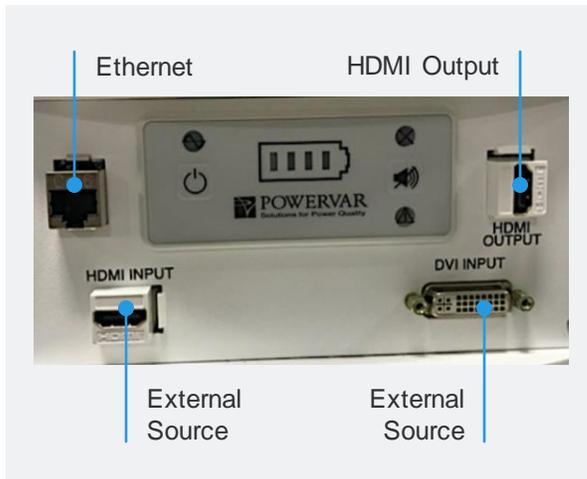


CONNECT CONNECTIONS

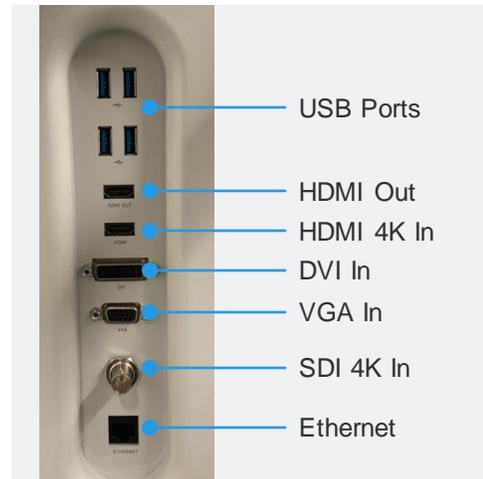
- Connect RJ45 Ethernet to Console Ethernet port and wall Ethernet port
- Connect external sources to Console, if available (optional)
- If external monitor is desired, connect to HDMI output

TIP: Stream views, such as Fluoroscopy, Ultrasound, or ECG Monitors, to Remote Users by connecting your desired external sources to the Console. SEE NOTE.

AC-150: connect up to two external sources



AC-200: connect up to four external sources



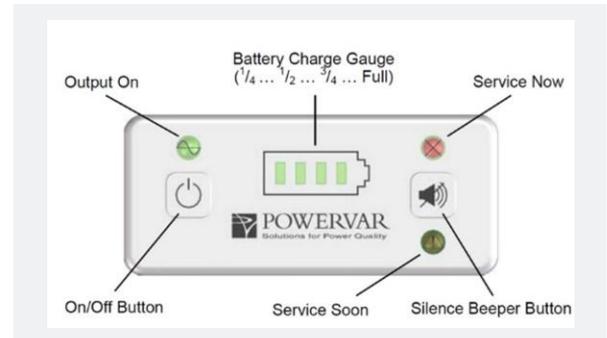
NOTE Avail Technical Support must configure and test external sources prior to use to assess compatibility.

Before Placing the Call *(continued)*



POWER ON CONSOLE

- Press and hold the power button until an audible beep is heard
 - Console will automatically complete a series of bootup diagnostics
- Confirm “unlock” button is displayed on the Touchscreen



FINALIZE SETUP

Remote User Access

- Follow the “Initiate Call” steps (page 11) to ensure Remote User aligns with appropriate therapies/procedures for the room.
 - If user is not visible, contact Avail Support

Ensure desired external sources are connected to the Console (see page7)

Audio

- Determine if external Bluetooth audio is needed (page 12)

TIP: Have fully charged backup if Bluetooth audio

Before Placing the Call *(continued)*

WHEN TO USE



Avail Console Audio

Console

- In a quiet location
- Monitor can be placed within 6 feet in front of users

Users

- Multiple users speaking and listening
- Able to speak clearly towards Console



Bluetooth Audio

Console

- In a noisy location
- Unable to be placed near and in front of users

Users

- One user is speaking and listening
- Unable to speak towards Console
- Soft spoken
- Wearing hoods

SETTINGS



Console Audio

Remote User Audio

Picture in Picture (PiP)

Remote User Camera

Console Audio

LIVE

LIVE

Either

Either

Bluetooth Audio, AC-150

via third party video conferencing bridge

MUTE

LIVE

Either

Either

Bluetooth Audio, AC-200

via Console

LIVE

LIVE

Either

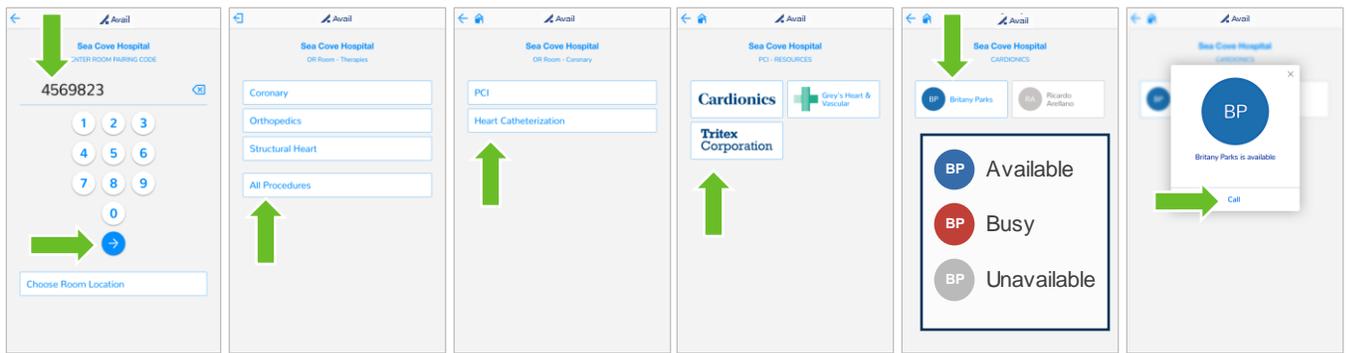
Either

Calling the Remote User



INITIATE CALL

- Press “Unlock” on the Console Touchscreen
- **Pairing:** 1) Enter room pairing code, press blue arrow or 2) press “Choose Room Location” and select from the list
- **Therapy:** Select category or press “All Procedures”
- **Procedure:** Select procedure category from dropdown
- **Remote User:** 1) Select either device manufacturer or HCP group and 2) Select the facility-approved Remote User
- Press “Call”



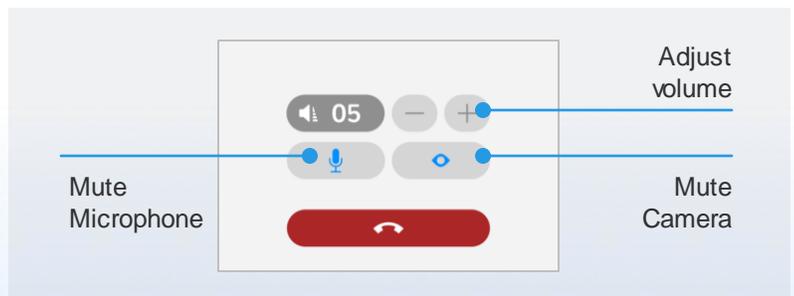
NOTES

- Test the internet network [here](#) prior to call
- Calls to a Remote User can only be initiated from the Console
 - If the call is missed, tap “Back” and dial the Remote User again
 - If the call is declined, tap “Back” and dial a different user, as desired
 - If an active call is disconnected, the Console must re-initiate



ADJUST AUDIO

- Use Touchscreen to adjust volume, mute/unmute the Console microphone or camera, and end the call



Calling the Remote User *(continued)*



CONNECT EXTERNAL MIC *as needed*

AC-150

After call is initiated:

- Mute audio on Console
- Power on Bluetooth device
- On mobile device go to Bluetooth settings; select Bluetooth device to pair
- Connect to 3rd party conference call on mobile device
- Place mobile device near Bluetooth user

*If multiple Bluetooth devices are needed, contact Avail Support
Avoid separating the Bluetooth and mobile devices during the call
If disconnected: exit the call on the mobile device and rejoin*



AC-200

At any time, before or during an active call:

- Tap on speaker icon (top right of Console Touchscreen)
- Select “Bluetooth audio”
 - *New Bluetooth device:* tap “Pair” next to desired Bluetooth device
 - *Previously paired device:* select device from list
- Wait for blue check, indicating successfully paired device
- Tap “Close” to exit the audio settings menu

Two audio types:

Console Audio – full room; surgical team can listen-in

Bluetooth Headset Audio –private conversations between surgeon and Remote User(s)



Calling the Remote User *(continued)*



CONNECT EXTERNAL MIC *as needed (continued)*

Bluetooth Best Practices

- Charge Bluetooth device prior to the call (sufficient to last the entire duration)
- Ensure the Bluetooth device is powered on, in active pairing mode, and within 6 feet of the Avail Console
- Confirm Bluetooth device is securely attached to the user’s ear
- If the Bluetooth device is disconnected:
 - During an active call, the Console will switch to Console Audio
 - Not during an active call, the Console will attempt to reconnect
- If the Bluetooth audio device is not displayed, but is powered on and within range, tap “Refresh List”

Bluetooth Audio Examples



SmartMike+™ Wireless Bluetooth Microphone

- Connect the single earbud to the SmartMike+
- Press and hold red switch for 3 seconds to power on
- Follow directions above, select “SmartMike+” device to pair



AirPods®

- Remove AirPods from case to power on
- Follow directions above, select AirPods as the Bluetooth device to pair



Aftershokz® Bone Conductors

- Press and hold power button for 3 seconds to power on
- Follow directions above, select Aftershokz as the Bluetooth device to pair

SmartMike+ is a trademark of [entity]. AirPods is a registered trademark of Apple, Inc. Aftershokz is a registered trademark of [entity].

Post-Procedure



CONSOLE CARE

- Turn off and unplug Console
- Disconnect Ethernet, external sources/monitor (if any)
- Retract boom arm
- Remove any sterile drapes
- Clean Console
 - Surfaces: alcohol or alcohol-based wipes
 - Screens: LCD computer screen cleaner
 - Camera Lens: optical lens cleaner
- Allow Console to air dry



STORAGE

- Move Console to a secure location
- Lock all wheels
- Reconnect Console to a power source *(if available)*
- Reconnect Console to hospital network via Ethernet cable *(if available)*
 - Allows for remote software updates



Broadcasting a Case

A live broadcast event can occur when a Remote Moderator shares their laptop screen with a live audience using any third-party HIPAA compliant video conferencing platform.

To participate in a broadcasting event, follow all prior steps taking special note of the following:



IDENTIFY SUPPORT

- On-site Avail support if needed
- Facility super user who is familiar with the Avail System



PREP FOR EVENT

- Have Avail configure and test external inputs
- Position Avail Console where it will be during live case streaming
- Confirm that Remote User appears on the Console Touchscreen

TIP: hold a test call mirroring the live stream



DETERMINE AUDIO METHOD

- Console or Bluetooth device
- If using Bluetooth audio, ensure selected Bluetooth devices are fully charged prior to the call

TIP: Have backup device(s) in case of battery drainage

SETTINGS				
	Console Audio	Remote User Audio	Picture in Picture (PiP)	Remote User Camera
Broadcast	MUTE	MUTE	OFF	OFF

Troubleshooting

RESTARTING THE CONSOLE

- Press down on the power button on the rear panel until an audible beep is heard
- Wait 30 seconds
- Press the power button again to power on

POWER ON

Avail Console does not power up or is unresponsive / No audible alarm

Cause	On/Off not pressed long enough	Action	Press and hold On/Off switch for at least 3 seconds
	No incoming line voltage or voltage too high or too low		Check if the wall outlet is functioning properly
	Power cord not plugged in		Plug in input power cord
	Power cord is damaged; Console power module has issues		Contact Avail Technical Support

Console on battery power “X%” remaining

Cause	Console is running on limited DC battery power	Action	Connect Avail Console to “Hospital Grade” electrical outlet
	Console is not connected to AC power source		NOTE: Console will shut down during an active call if it is not connected to an AC power source and there is no battery life remaining

Console on battery power; powering down in “Y” minutes

Cause	Console is running on limited DC battery power; remaining battery life is <25%	Action	Connect Avail Console to “hospital grade” electrical outlet
	Console is not connected to AC power source		NOTE: Console will shut down during an active call if it is not connected to an AC power source and there is no battery life remaining

Avail audio system fails to function

Cause	AC-150: System powered off and on again too rapidly	Action	AC-150: After shutting down the Console, wait at least 30 seconds before restarting the Console
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Avail Monitor or Touchscreen fails to turn on or function

Cause	AC-150: System powered off and on again too rapidly	Action	AC-150: After shutting down the Console, wait at least 30 seconds before restarting the Console
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Troubleshooting

BOOTUP DIAGNOSTICS

Console has detected one or more issues: no camera found, front camera not found, overhead camera not found, audio mic/speaker not found, Monitor not found, Touchscreen error

Action	Contact Avail Technical Support Take a picture of the error message displaying Console ID, Mac address, date and time and share with Technical Support
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Console authentication failure

Cause	Potential issue with facility’s internet connection	Action	Contact Avail Technical support
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Input 1 and/or Input 2 views do not show or show incorrectly

Cause	Modality not connected	Action	Check if the external modality is properly connected
Cause	Modality improperly configured	Action	Connected modality has not been tested; please contact Avail Technical Support

Image orientation incorrect

Cause	Potential issue with Console camera	Action	Contact Avail Technical support
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Microphone or Monitor not detected, intermittently

Cause	AC-150: Console was powered off and on too quickly	Action	AC-150: Power off the Console, wait 30 seconds and power it back on
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Troubleshooting

ROOM PAIRING

Error loading rooms, Please retry

Cause	Potential issue with facility’s internet connectivity	Action	If problem persists, contact Avail Technical support
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Unable to pair room

Cause	Pairing code unknown	Action	Contact facility admin or your field service representative to retrieve pairing code from room list on the Avail Portal (or) select the required room from list of available rooms on Console Touchscreen
	Incorrect pairing code entered		Check pairing code accuracy (or) select the required room from list of available rooms on Console Touchscreen
	Console is unable to pair with desired room		If problem persists, contact Avail Technical Support

No room available to pair with Avail Console

Cause	No rooms have been onboarded on the Avail portal for the facility	Action	Contact Avail Technical Support
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SELECTION FLOW

Error leading therapies, Please retry

Cause	Potential issue with facility’s internet connectivity	Action	Select relevant “Therapy” again, if persists Contact Avail Technical Support
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No procedures available for selection

Cause	No procedure has been onboarded on the Avail portal for the facility	Action	Contact Avail Technical support
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Error loading resources for selected procedures, Please retry

Cause	Potential issue with facility’s internet connectivity	Action	Select relevant “Procedure” again, if persists Contact Avail Tech Support
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Troubleshooting

CALLING REMOTE USER

Remote User shown as unavailable

Cause	User has not logged in User has not set availability on Portal	Action	Missed call indication is shown to the user; system allows for alternate device pick up (browser calling) Remote user needs to login and/or set availability on Avail Portal
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Call could not be completed, Please retry

Cause	Console could not complete dialing the desired remote user; likely tied to an internet connectivity issue or Console issue	Action	Restart console and wait 3-5 minutes before retrying a call. If issue persists, contact Avail Technical support.
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Poor call quality or latency

Cause	Potential issue with facility's internet connectivity	Action	Check internet speed test at facility by going to http://networktest.avail.io on an alternate device connected to the facility network <i>Recommended internet speed is 25Mbps (minimum 10Mbps)</i>
Cause	Potential issue with Remote User's internet connectivity	Action	Request remote user to check their internet speed by going to http://networktest.avail.io <i>Recommended internet speed at remote location is 20Mbps (minimum 5Mbps)</i>

Troubleshooting

AVAIL PORTAL

User account locked

Cause	User entered incorrect credentials 5 times in a row	Action	Attempt login after 15 min or reset password by selecting “Forgot Password” on the login screen
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Login failed

Cause	No network connectivity	Action	Check network requirements
Cause	Wrong username or password	Action	Check for correct username and password entry

Scheduled calendar availability appears to be deleted

Cause	Availability likely scheduled as a recurring event and the end date for recurrences has passed	Action	Reschedule availability as recurring event with a new future end date
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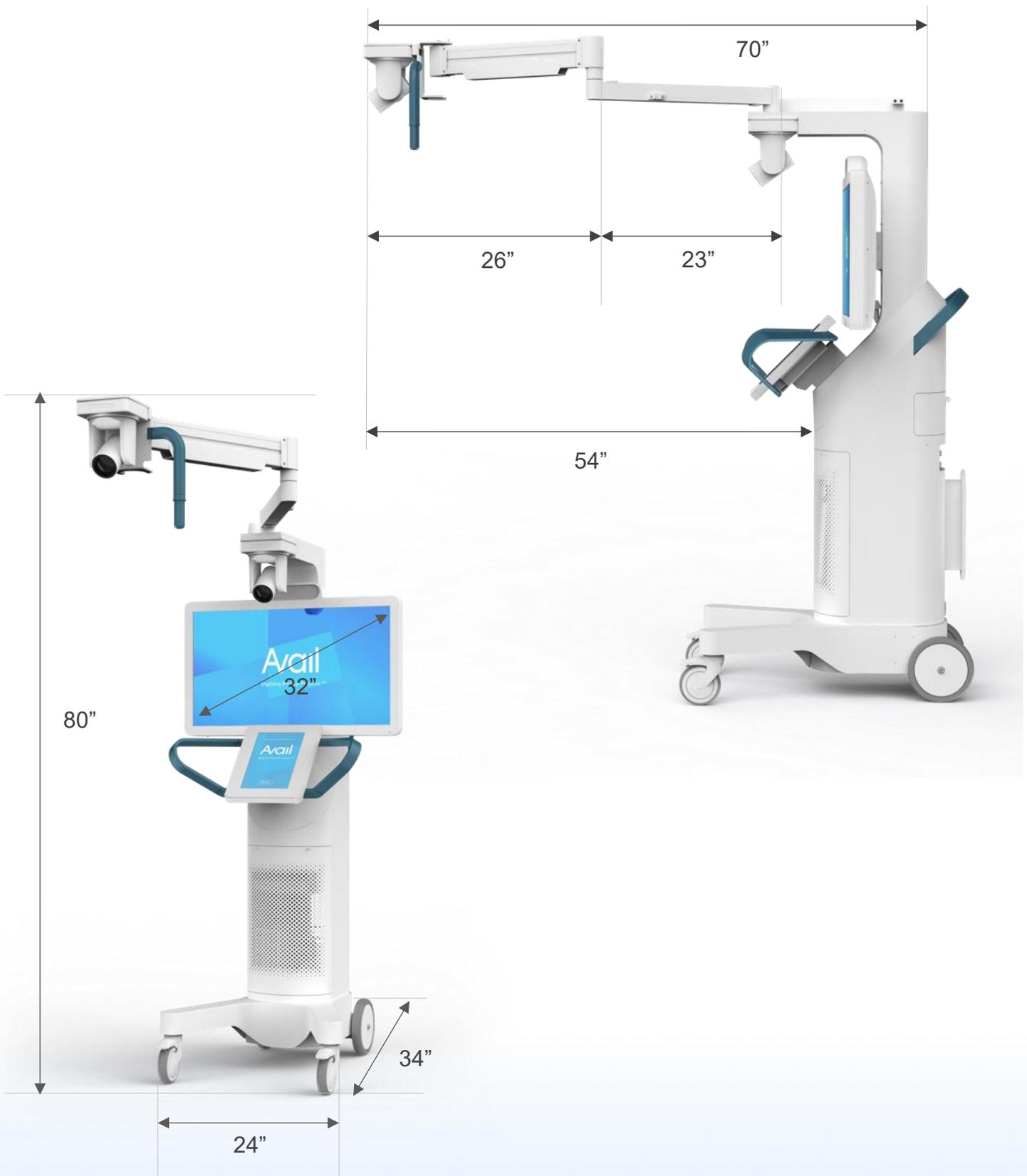
Scheduled calendar availability appears to be incorrect

Cause	Availability likely scheduled in a different time zone	Action	Check time zone displayed in the drop-down list on the top right; ensure correct time zone is selected
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Avail Console Dimensions, AC-150



Avail Console Dimensions, AC-200



Facility Administrator | Initial Setup

The Facility Administrator manages the Avail account at a healthcare facility and has the ability to:

- ✓ Update user profiles
- ✓ Update facility profile
- ✓ Approve / reject Remote User requests

Initial Setup of Avail Portal

Create Account

- A user account and valid login credentials are required to access the Avail Network. A user account will be created for you and temporary login credentials are sent via email.
- A valid business email is required to create an account on the Avail Portal. Personal emails cannot be used.

Login

1. Navigate to <https://avail.io/>, and click on the “Member Sign In” button at the upper right corner
2. Enter the username and default password provided in the Welcome email
3. Change password when prompted
4. Sign-in using your username and new password

NOTE

Avail Portal requires a password reset every 90 days to ensure security.

Complete User Profile

1. Read and accept End-User License Agreement (EULA)
2. Confirm name, email and time zone when first logging in to the Avail Portal
3. Select supported Therapies and Procedures
4. Create a passphrase (this will be used by the Avail Support team to help them identify you as an Avail user when you contact them)
5. Complete profile setup by clicking “Finish”

Facility Administrator | Avail Portal

Manage Rooms, Departments and Consoles

The screenshot shows the Avail Facility Administrator interface for Sea Cove Hospital. The left sidebar contains a navigation menu with options: Back, Facility, Sea Cove Hospital, Clinical Departments, Rooms, and Consoles. The main content area is divided into two sections. The top section, titled 'Create facility departments; Manage user access', contains a list of options: General information, Admins, Clinical Departments, Rooms, and Consoles. The bottom section, titled 'Create rooms; Pair Console to specific rooms to manage access', contains a table of rooms and a 'Create room' button. A third callout, 'View all Consoles at the facility', points to the 'Consoles' option in the sidebar.

Callout 1: Create facility departments; Manage user access

Callout 2: View all Consoles at the facility

Callout 3: Create rooms; Pair Console to specific rooms to manage access

Room name	Room type
EC 404	Electro Physiology (EP)
EC 405	Electro Physiology (EP)
TC 101	Cath Lab (CL)
TC 102	Cath Lab (CL)
TC 103	Cath Lab (CL)