Remote User 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.

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avail.io

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Initial Setup

First time Remote Users will need to complete the initial setup section found in the appendix.

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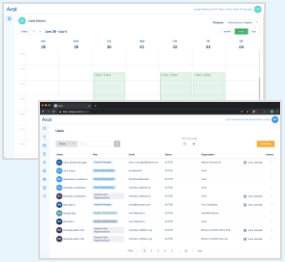
Overview

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.

REMOTE USER

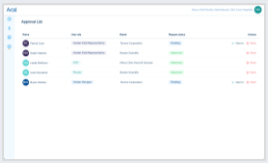
REMOTE APP
Enables on-the-go collaboration with remote network members

AVAIL PORTAL
Allows Remote Users to schedule availability by facility



PROCEDURE ROOM

AVAIL CONSOLE
Provides access to medical procedures anytime, anywhere



AVAIL PORTAL
Allows facility admins to control Remote User access

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 Remote User Location
20Mbps; minimum speed of 5Mbps

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Avail Console, AC-150

HD Pan-Tilt-Zoom Cameras

Provides broad range of views

Boom Arm

Adjusts overhead camera placement

High Definition Monitor

Displays content controlled by the Remote User

Integrated with speaker and microphone array

External Plug-ins

Streams external imaging from multiple sources

Touchscreen

Guides local user through navigating list, selecting a remote resource and initiating a call

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Avail Console, AC-200

HD Pan-Tilt-Zoom Cameras
Provides broad range of views

Camera Handle
Easily reach the camera handle and move to your desired view

Touchscreen
Guides local user through navigating list, selecting a remote resource and initiating a call

Monitor Height Adjustment
Adjust vertically up to 1 foot

Connection Panel
Connect up to 4 external modalities and stream your desired imaging

Brakes
Easily lock/unlock with convenient push pedals

Wheels
Smooth gliding wheels that can rotate to full 360º

High Definition Monitor
Displays content controlled by the Remote User
Integrated with speaker and microphone array
Able to move 60º up/down and rotate 220º left/right

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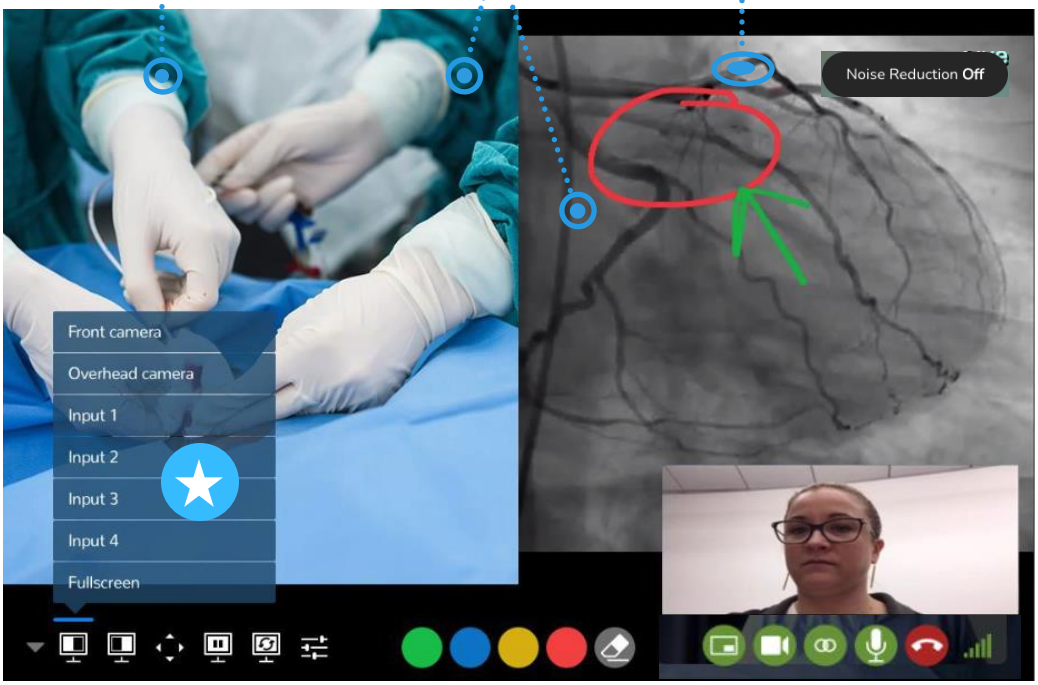
Remote App

Overview

CONNECT in real-time to a procedure room

DISPLAY two views side-by-side

VIEW external imaging streams connected to the Avail Console



Select views in full screen or split screen

Pan camera across the room and zoom

AC-150 - 2 inputs
AC-200 - 4 inputs

Annotate on screen and erase

Save views to a **preset** for easy retrieval

Freeze/Unfreeze video

Refresh video feed

Noise Reduction Off

Eliminate background noise coming form the operating room with **Noise Reduction**

Hide Remote User's **picture-in-picture** (PiP) view

Turn off Remote User's **camera**; tap again to turn on

Converse with other Remote Users in **sidebar** mode

Mute Remote User's microphone; tap again to unmute

Monitor Remote User's **internet signal strength** in real-time

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Quick Reference

Prepare for Case

POINTS OF CONTACT
Determine support team

Remote User Setup

PRE CALL SETUP
Conduct speed test and prepare device (fully charged and hardwire ethernet connection)

Remote App Setup

LOG ON
Use either iPad or laptop

ACCEPT A CALL
Tap “Answer”; View upcoming appointments in calendar

SET UP INTERFACE
Set picture-in-picture, camera and audio options

Collaboration Features

VIEWS
Decide display view(s) and confirm external inputs are working

CAMERA CONTROLS
Pan/zoom front and overhead cameras

PRESETS
Save preset; presets are only saved for that Console and remote device

FREEZE/UNFREEZE
Tap the icon to freeze/resume the screen

REFRESH
Tap the icon to refresh the screen

Noise Reduction

NOISE REDUCTION
Remove distracting OR background noise

ANNOTATE/ERASE
Highlight or draw on screen; erase as needed

END CALL
Tap “End Call” icon and close browser

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Prepare for Case

POINTS OF CONTACT

- Determine Avail support point person
- Determine Facility point person

Remote User Setup

PRE-CALL SETUP

Speed Test

- Using approved browser go to http://networktest.avail.io/ to ensure 20Mbps is met for both upload & download speed
- Ensure other devices on network are not consuming bandwidth

Prepare Device

- Confirm device is fully charged and connected to AC power
- Use hardwire Ethernet connection & turn off WiFi

iPad

- Close all apps
- Turn off VPN

Device Compatibility:

- iPad OS v12.3 or above
- iPad: 4th, 5th, 6th & 7th Gen
- iPad Air, Air2 & Air3
- iPad Pro: 2nd, 3rd & 4th Gen
- iPad Mini is not currently supported

Laptop

- Close all programs except for compatible browser
- Clear browser cache
- Turn off VPN

System Requirements:

- Mac: Mac OS 11+
- Windows: Windows 10
- Microsoft Surface Pro: Windows 10S or 10 Pro

Compatible Browsers:

- Google Chrome (best practice)
- Microsoft Edge
- Safari (Mac only)
- Firefox

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Remote App Setup

LOG ON

- Use either iPad or Laptop to access
- The same login credentials are used for both

NOTE If inactive for > 30 minutes, the system will automatically logout.

Open Remote App
Enter username and password
Tap “login”

Go to avail.io
Click “Member Login”
upper right corner
Enter username and password

ACCEPT A CALL

- View upcoming appointments & missed calls in calendar
- If a call is missed, you have 15 minutes to call the Facility back on that Console

Tap “Answer” on the incoming call from the Remote App

Click “Answer” on the incoming call from the Portal
A new browser tab will open

***TIP:** Monitor internet by periodically confirming five green bars for the internet connection throughout the case*

SET UP USER INTERFACE

***TIP**: If you are Broadcasting, see page 13*

Hide or show your picture with Picture-in-Picture

Tap Camera icon to turn camera on/off

Tap Microphone icon to mute or unmute

To Maximize Browser

Windows: Select F11
Mac: Command, Control, F

Chrome Users:
Go to "View", confirm these are NOT selected:

- "Always Show Bookmarks Bar”
- "Always Show Toolbar in Full Screen"
- "Always Show Full URLs"

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Collaborative Features

VIEWS

- Decide on the correct display view(s) for procedure
  - Tap the bottom left corner display icons to set which views to display
- Confirm external inputs are working properly
  - Place in split screen display, if desired

CAMERA CONTROLS

only for front & overhead camera

iPad

Zoom In: Double-tap anywhere on the screen to move camera, and use the slider bar to zoom in & out

Using the front camera in full screen

Browser

Zoom In: Click camera control icon to pan and tilt, and use the slider bar to zoom in & out

PRESETS

- Tap the preset icon and select save new preset
- Enter desired name and tap save

NOTE Presets are only saved for that Console and remote device and will need to be reset at the beginning of each call.

FREEZE/UNFREEZE

- Tap icon to freeze screen
- Tap the same icon to resume

REFRESH

- Tap icon to refresh the screen
- DO NOT use browser refresh button

ANNOTATE/ERASE

- Tap on any of the four colored circles to choose color (contrasting colors work best)
- Highlight or draw on screen using mouse, fingertip, or Apple Pencil
- Tap eraser icon to clear all annotations

END CALL

- Tap “End Call” icon
- Close browser

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Multiparty Events

A multiparty event allows a Console and up to four Remote Users to connect and collaborate at the same time.

HOST A MULTIPARTY EVENT

Create Event

- ❑ Login to Avail Portal at avail.io
- ❑ Click “Events”
- ❑ Click “Create Event”
- ❑ Enter information and submit

Start Event

Event must be initiated by Console

- ❑ From main Console page, select “Events”
- ❑ Select the Event you wish to start

Collaborate During Event

- Host controls views, camera, annotations, sidebar and audio/video muting
- Use Sidebar mode to converse with the Remote Users only, without disrupting the Console user

Tips & Tricks

- Events can be scheduled in advance and can be joined at any time on the day of the event.
- Events can be edited after creation.
- Non-member guests can be invited to an event and can join as participants.
- During the event, ensure all other applications that use the camera are closed.

JOINING AS A REMOTE USER

Join via Member Portal

- ❑ Login to Avail Portal at avail.io
- ❑ Click “Events”
- ❑ Find the Event and click “Join”

Join via Event Notification Email

- ❑ Open email
- ❑ Click “Join Now”

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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 host a broadcasting event, follow these instructions in addition to all prior steps:

IDENTIFY SUPPORT

- ❑ Determine Broadcast Team
- ❑ Assign co-host to monitor the chat for questions
- ❑ Have a backup moderator ready and available

PREPARE VIDEO CONFERENCING PLATFORM

Confirm General Settings

- ❑ Disable local and cloud recording capabilities

Create Meeting/Webinar

Suggested Settings

- ❑ Mute participants upon entry
- ❑ Required Registration
- ❑ Enable Waiting Room

Create Meeting Invite

- ❑ Copy and paste registration link and send to attendees

Schedule Test Call (day before or day of)

- ❑ Conduct test call with facility duplicating the meeting requirements for live call

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Broadcasting a Case *(continued)*

PRE-BROADCAST SETUP

Network Speed Test for Broadcasting

- ❑ Using approved browser go to http://networktest.avail.io/ to view download speeds (Minimum 100Mbps download and 20Mbps upload speeds)

Prepare Laptop

- ❑ Confirm laptop & browser meet Avail requirements
- ❑ Use hard-wired ethernet connection & turn off Wi-Fi
- ❑ Close all programs except for compatible browser and video conferencing software
- ❑ Turn off VPN
- ❑ Clear browser cache
- ❑ Turn on Do Not Disturb
- ❑ Accept Avail Console call before connecting to video conferencing software

START VIDEO CONFERENCING CALL

Share Screen

- ❑ Maximize browser
- ❑ Select “share sound” and “optimize for video clip”
- ❑ Select window for sharing

Interface Setup

- ❑ Set up audio and video per the table below

Conduct Broadcast

- ❑ Accept waiting room attendees

To Maximize Browser

Windows: Select F11
Mac: Command, Control, F

Chrome Users:
Go to "View", confirm these are NOT selected:

- "Always Show Bookmarks Bar”
- "Always Show Toolbar in Full Screen"
- "Always Show Full URLs"

SETTINGS

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

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Troubleshooting

REMOTE APP: iPad CALL

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
	Temporary password incorrectly entered 3 times (or) account locked for security reasons		Contact Avail Technical Support

Login failed

Cause	Potential issue with Remote User’s internet connectivity	**Action**	Check internet speed using a supported browser by going to http://networktest.avail.io/ *Recommended internet speed is 20Mbps (minimum 5Mbps)*
	Wrong username or password		Check for username and password accuracy

Remote App does not annotate

Cause	Using Apple pencil with low battery (or) pencil not working because of Bluetooth interference	**Action**	Use tip of finger to annotate

Poor call quality, latency

Cause	Potential issue with Remote User’s internet connectivity	**Action**	Check internet speed using a supported browser by going to http://networktest.avail.io/ *Recommended internet speed is 20Mbps (minimum 5Mbps)*

Cannot switch between overhead/front camera or split-screen/full screen views

Cause	Potential software issue	**Action**	Contact Avail Technical Support

Microphone and/or camera is not working

Cause	iPad does not have permission to access your device’s microphone and/or camera	**Action**	Click “OK” when prompted to grant camera and microphone access to Avail Remote App

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Troubleshooting

REMOTE APP: BROWSER CALL

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
	Temporary password incorrectly entered 3 times (or) account locked for security reasons		Contact Avail Technical Support

Login failed

Cause	No network connectivity	**Action**	Check network requirements
	Wrong username or password		Check for username and password accuracy

Poor call quality, latency

Cause	Potential issue with Remote User’s internet connectivity	**Action**	Check internet speed using a supported browser by going to http://networktest.avail.io/ *Recommended internet speed is 20Mbps (minimum 5Mbps)*

Cannot switch between overhead/front camera or split-screen/full screen views

Cause	Potential software issue	**Action**	Contact Avail Technical Support

Firefox browser freezes

Cause	Potential browser issue on certain laptop devices	**Action**	Use one of the other supported browsers for your device

Video appears Pixelated

Cause	Potential browser rendering issue on certain laptops or desktops	**Action**	See Help Center for troubleshooting steps by browser type

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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

Login failed

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

Remote User cannot schedule calendar appointment for a facility

Cause	Facility is not listed in remote users’ “Facilities”	**Action**	Select facilities under “My Profile” and click on ‘Add Hospital” to request access to the facility
	Facility has not approved Remote User’s access request		Select facilities under “My Profile” and ensure facility access has been approved

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

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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Remote User | Initial Setup

A Remote User has the ability to:

- ✓ Schedule availability
- ✓ Accept incoming calls
- ✓ Update user profile
- ✓ Request facility access

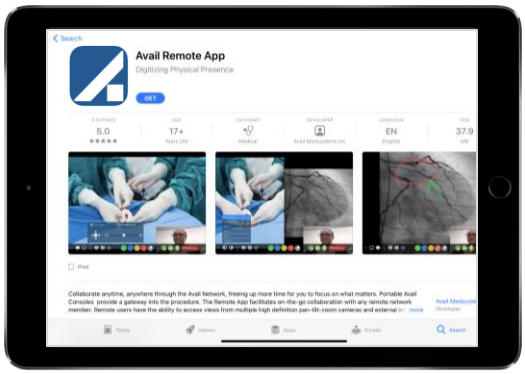
Remote User Admins have the added ability to:

- ✓ Invite new users
- ✓ View/edit team's availability

Initial Remote App Setup

Download Remote App

- Search "Avail Medsystems" in App Store on your iPad
- Select "Avail Remote App"; tap "Get"
- Launch App
  - Read & accept EULA
- Login using the same credentials as the Avail Portal
  - Select notification preferences when prompted
  - At 1st login, grant app camera & microphone access



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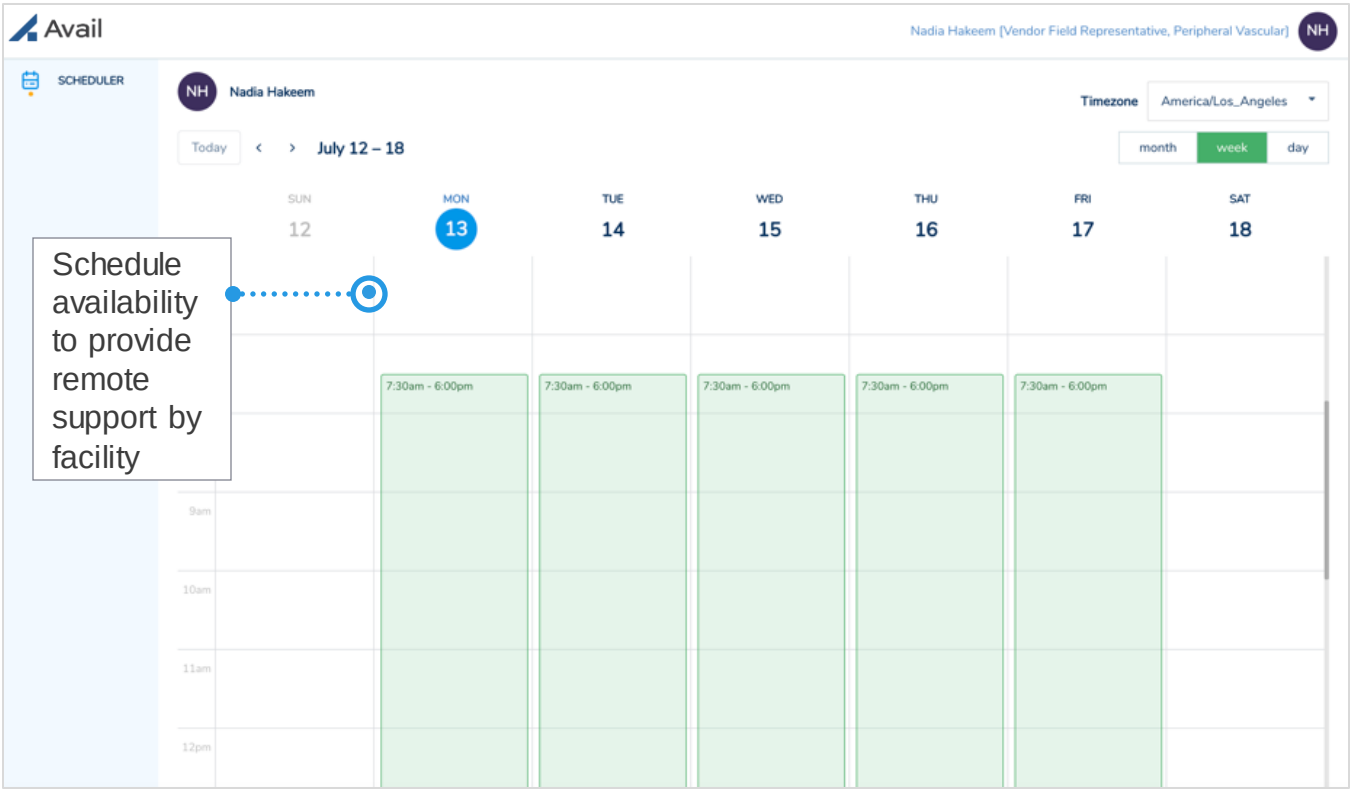
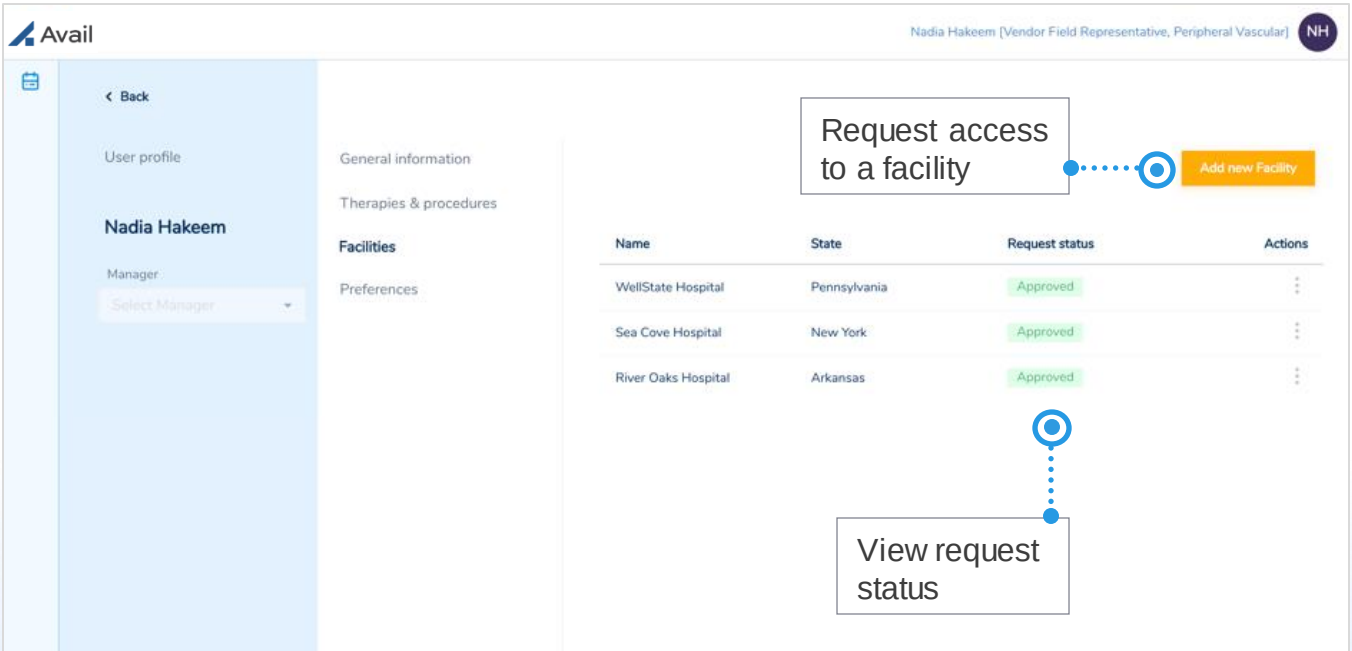
Remote User | Avail Portal

Scheduler



Facility Request Status



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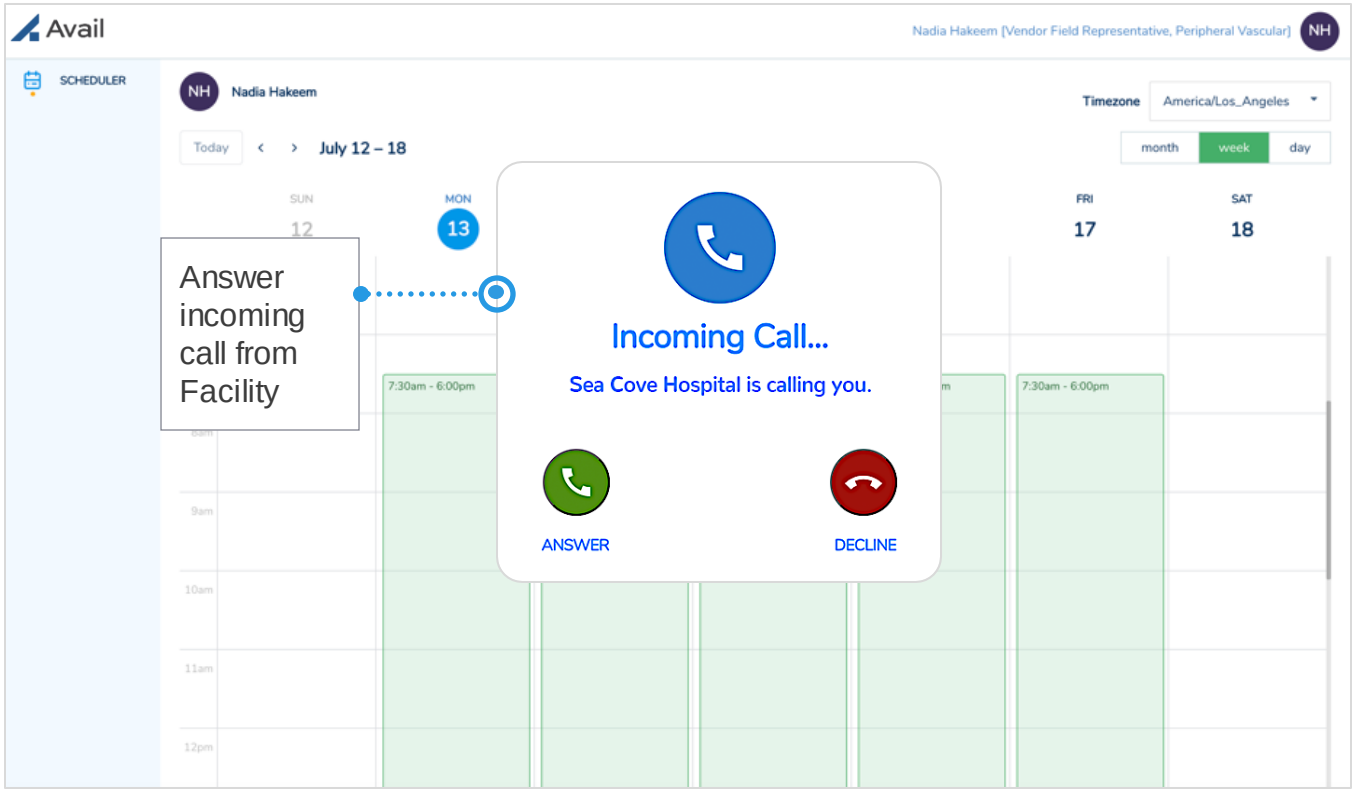
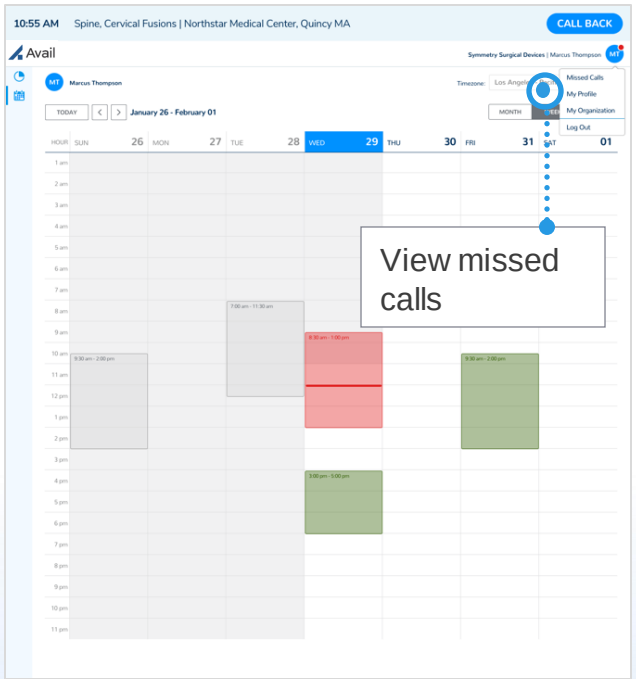
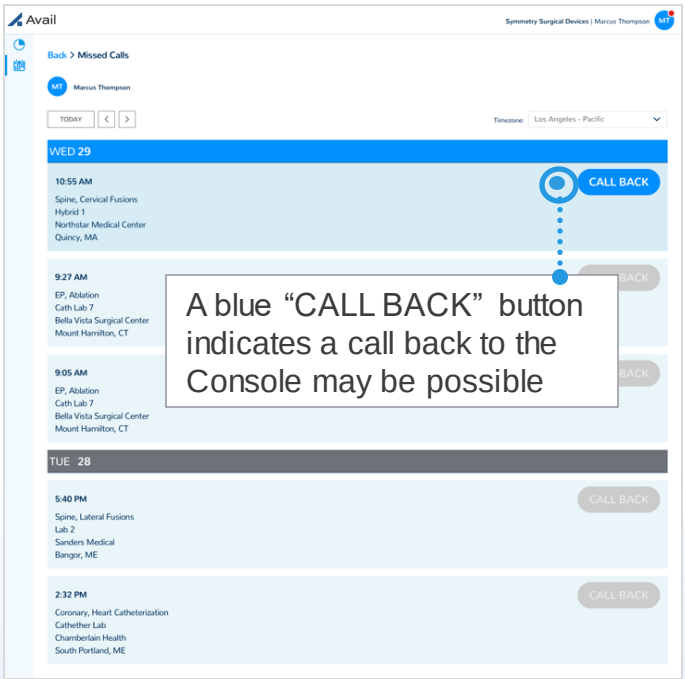
Remote User | Avail Portal

Incoming Facility Call



Missed Facility Call





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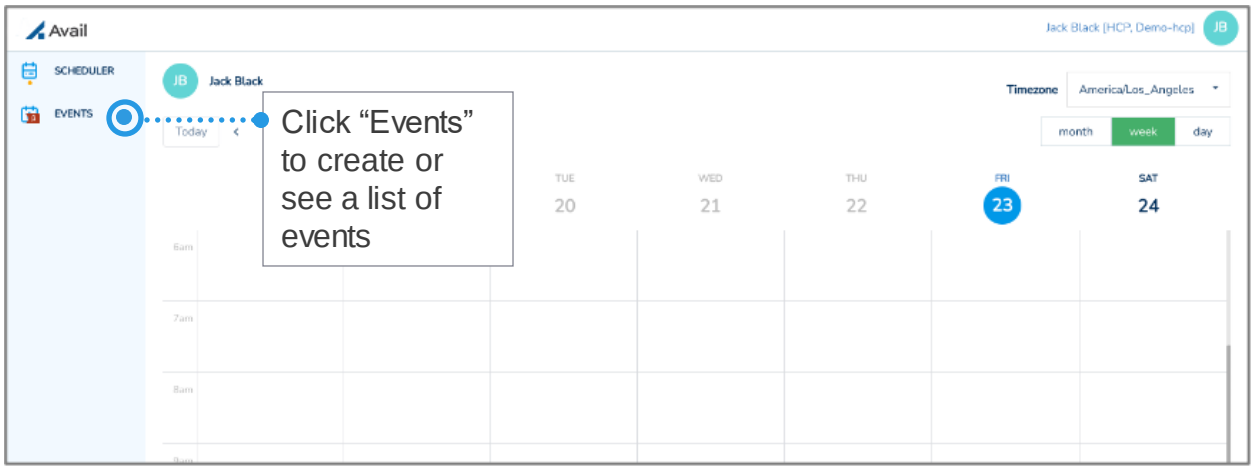
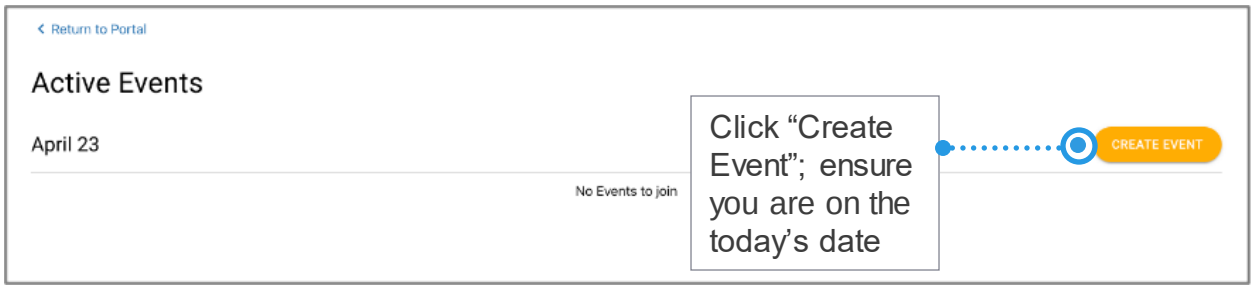
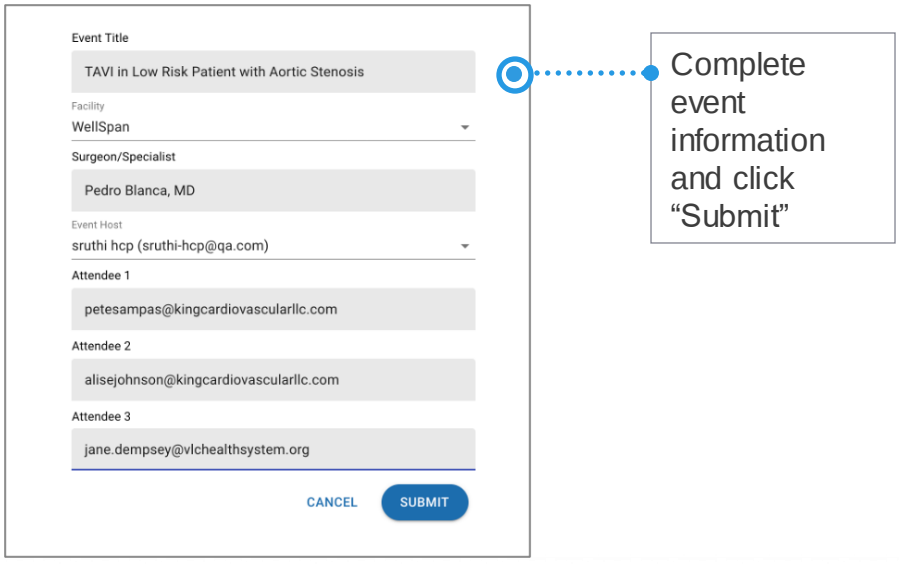
Multiparty Events | Setup

Creating an Event in the Avail Portal







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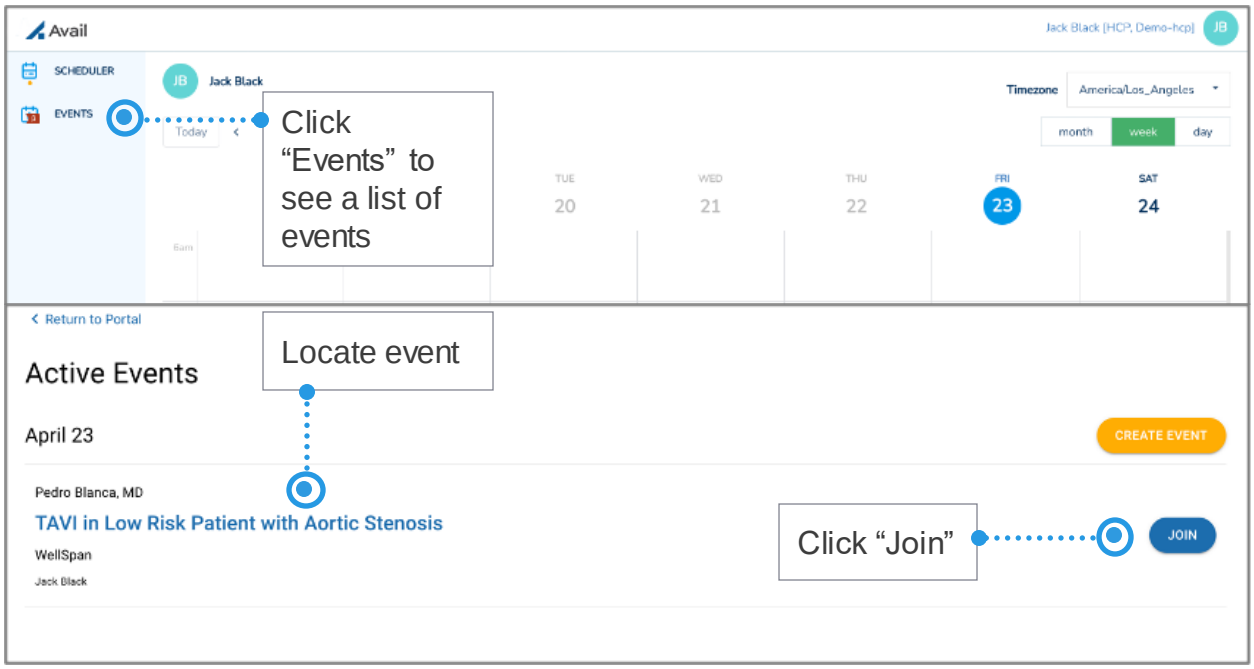
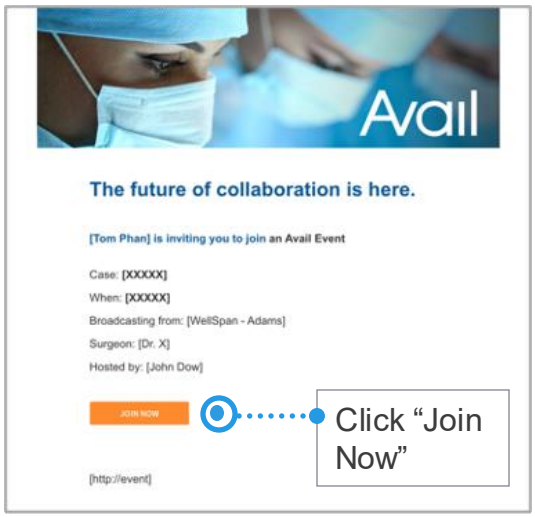
Multiparty Events | Joining

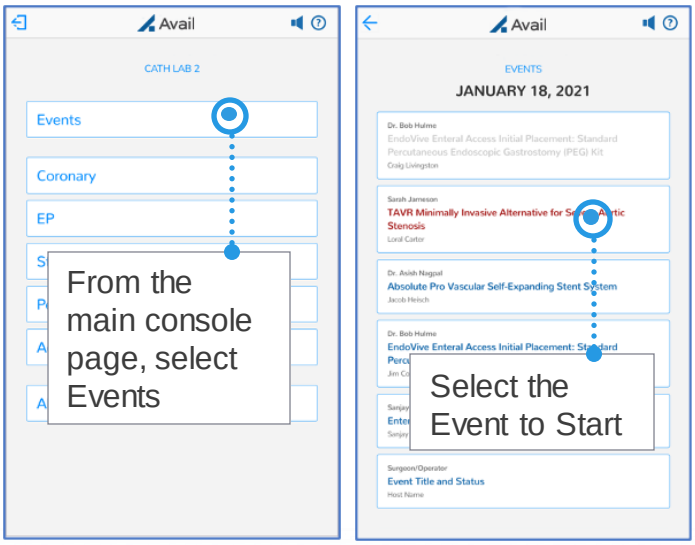
Joining via Avail Portal



Joining via Email Notification



Starting/Joining via Avail Console



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