



CONVERGE

Product Update

April 2022

The screenshot displays the Amwell Converse interface. On the left, a sidebar contains navigation icons for Intake, Patient Record, Type, and Interpreter. The main area is titled "Patient Record" and features tabs for Demographics, Conditions, Medications, Lab Results, Immunizations, and Allergies. The "Demographics" tab is active, showing patient information for Kate Smith: Date of Birth: May 13, 1953; Age: 76; Gender: Female; Address: 123 Main St Boston, MA 02116, US; Phone: +1-617-555-1212; Preferred Language: Spanish. Below this, the "Conditions" section shows a table with one entry: Code G43.909, Condition Migraine, unspecified, not intractable, without status migrainosus, Status Active, Severity Moderate, Effective Dates 5-6-2020, and Notes Unchanged - Negative MRI of skull on 8/16/2020. On the right, a video call window shows a smiling woman with long dark hair. A smaller inset window in the top right corner shows a female healthcare professional. At the bottom of the video call window, there are icons for video, microphone, mute, and a menu.

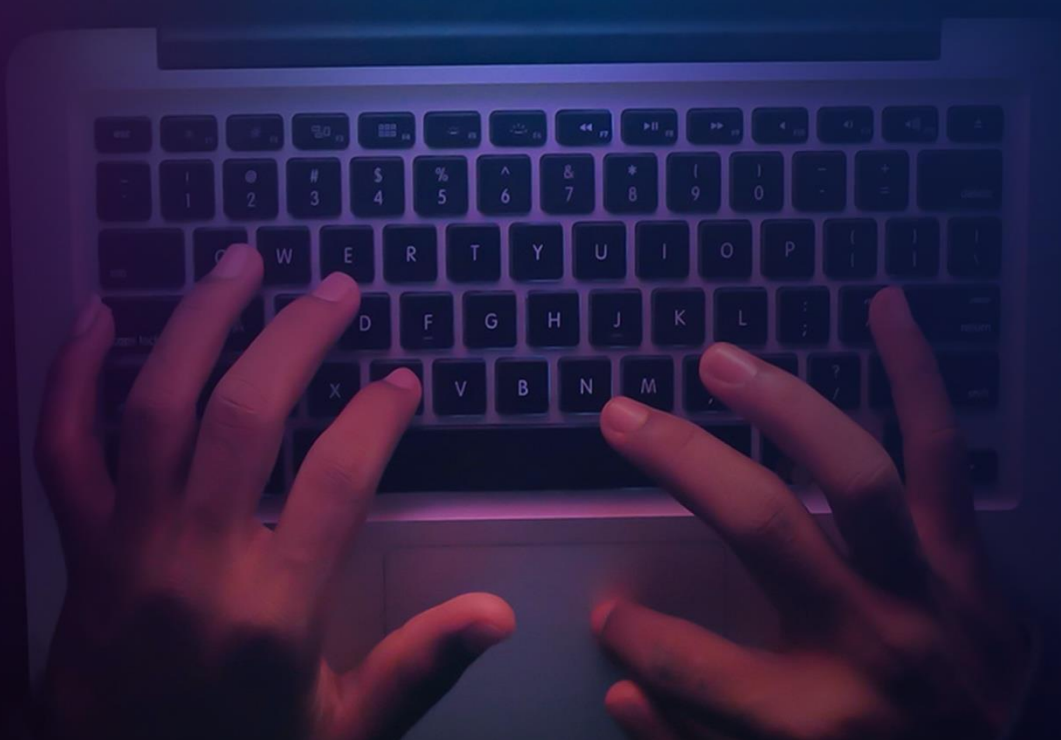


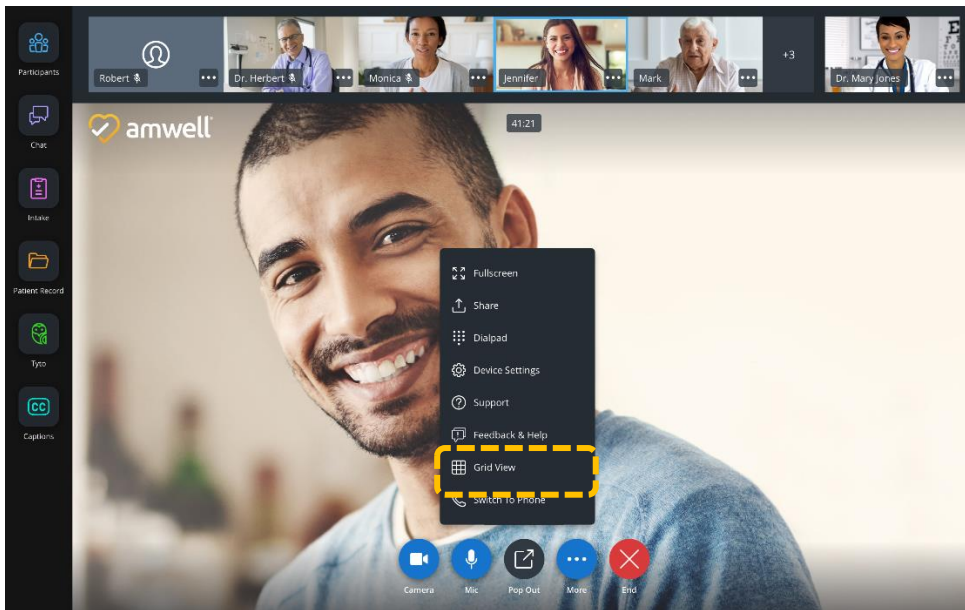
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Converge Core Enhancements

New Video Layout: Grid View

Participants will now be able to toggle between two distinct video layouts while in a visit: Default View and Grid View. This feature toggle can be accessed via the “More Menu” at the bottom of a participant’s video console.



Switch to Grid View (Desktop)



Switch to Default View (Desktop)



Grid View with Participant Panel Expanded (Desktop)

Default view represents the current video layout that exists today, with the list of participants populating at the top of the console and the dominant speaker highlighted front-and-center.

Once Grid view is enabled, a grid will begin to appear and populate the area with all participants in the visit, up to the maximum grid dimensions listed below:

- Desktop: Max dimension of 3x3
- Mobile: Max dimension of 2x2

Within this grid, the local participant who enabled grid view will see their self-view video feed located at the top left-most section of the grid.

Grid View Layout: Additional Notes & Limitations

On Desktop

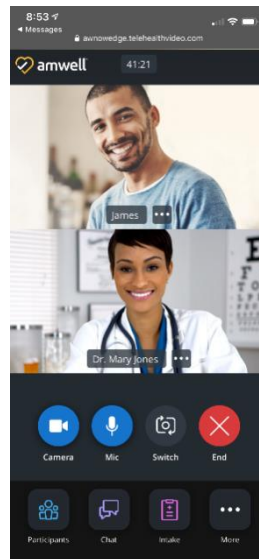
1. Max Dimension of 3x3 Grid.
2. The grid will populate up to additional 8 video feeds, up until the 10th participant joins. Once the 10th participant joins the visit, the last known speaker in the visit will fall into an overflow menu.
3. Screensharing is supported and reverts the user back to default view (as it behaves today). Once screenshare ends, the participant's video layout will transition back to grid view (if enabled before screenshare was enabled).
4. Pin Focus is supported and reverts the user back to default view (as it behaves today). Once the pinned participant is unpinned, the participant's video layout will transition back to grid view (if enabled before Pin Focus was enabled).



Grid View with Five Participants (Desktop)

On Mobile

1. Max dimension of 2x2 Grid.
2. The grid will populate up to an additional 3 video feeds, up until the 5th participant joins. Once the 5th participant joins the visit, the last known speaker in the visit will fall to the overflow menu.
3. Screensharing is not supported on mobile.
4. Pin Focus is supported and reverts the user back to default view (as it behaves today). Once the pinned participant is unpinned, the participant's video layout will transition back to grid view (if enabled before Pin Focus was enabled).



Grid View with Two Participants: Mobile

General

1. The dominant speaker will have their entire grid highlighted when speaking.
2. Selecting Grid View will not persist as a selected option from visit to visit. Every time a participant enters a visit, they will default to the "Default View" layout.
3. For Desktop users, the order of participants populating the grid is first based on arrival to the visit, then based on recent dominant speaker.
 - a. For example, if the 6th grid was the last to speak, and a participant that is not in view on the grid speaks up, the recent speaker will switch out with the old participant for the 6th grid block.

Samsung Internet Support

We have now added the most widely used Android/Samsung browser to Converge!

Please note: We have updated our external [Minimum Technical and System Networking Requirements Documentation](#) accordingly.

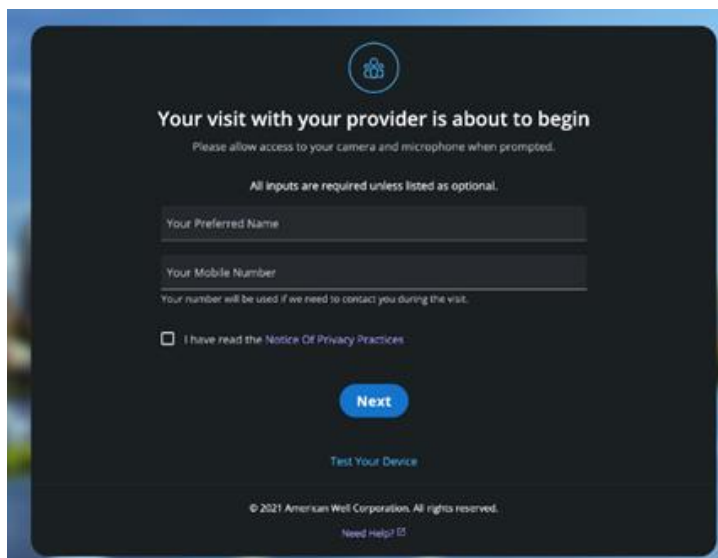
Samsung Internet Browser Experience

Until this Converge upgrade, after launching a visit in a Samsung browser, participants would encounter the following landing page:



Old Non-supported Browser Landing Page

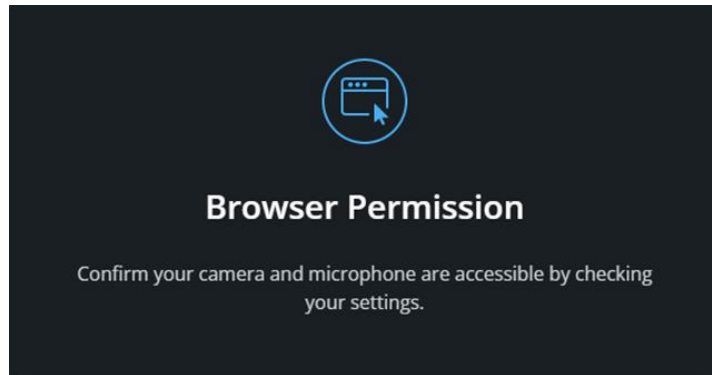
With this upgrade, the participant will now be taken directly to the pre-visit landing page.



New Pre-visit Landing Page (Desktop)

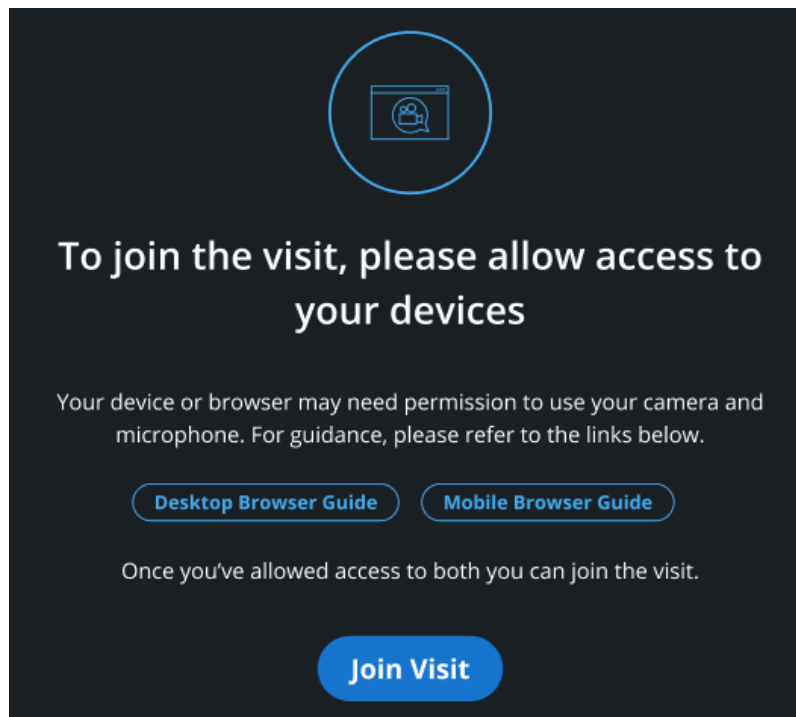
Browser Permissions Enhancement

Prior to this upgrade, when a participant accidentally “blocks” permissions to their browser to access their camera and microphone, they would land on the “Browser Permission” error screen. This screen provided minimal guidance to understand, “How do I fix this?”



Old Browser Permissions Error Landing Page (Desktop)

We have replaced this screen with one that **provides more direction and access to web-based resources** to help the participant resolve the issue.



New Device Permissions Error Landing Page (Desktop)

This screen clearly states the **issue the patient is experiencing** with their browser permissions, **how they can fix it**, and **where they can go to fix it**.

The patient will need to navigate to one or both of the linked “how-to” guides so that they can effectively **“re-allow” permissions** for their browser/device (access their camera and microphone) and **join the visit**.

Visit Chime

We have added a chime sound when participants enter or leave the video room for the visit. With two distinct tones, one for entering and one for leaving the visit, **clinicians can focus on other activities while waiting for participants** to enter, further optimizing their productivity. This feature is currently available on the Converge platform.

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