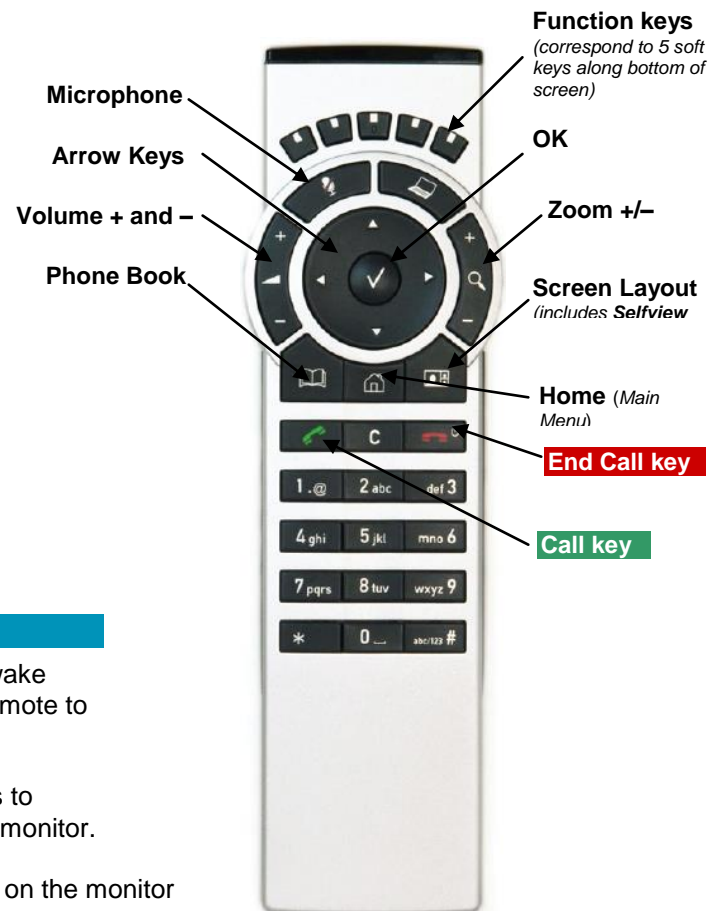


IMPORTANT INFORMATION WHEN CALLING THE SERVICE DESK

When calling for technical support during your session, the following information is required, in order to address your issue quickly and efficiently:

- Specify that you are calling regarding an **urgent clinical telehealth** event
- Specify which site you are calling from
- VCU # (as per the sticker on the monitor and/or equipment)
- Identify yourself and the phone number (with the extension) you can be reached at



Instructions for use:

1. Press the **OK** key on the MBTelehealth Cisco remote to wake up the camera. Note: You may have to use a different remote to turn on your monitor.
2. Adjust your camera view using the **Arrow** and **Zoom** keys to ensure the patient and/or staff appear in the centre of the monitor.
3. The Neurologist will connect to you and you will see them on the monitor once they have connected.
4. Press the **Microphone** key to unmute and ensure the other site can see and hear you. (speak towards the microphone and minimize background noise)
5. Assist with the patient assessment throughout the session by moving the camera or the patient as requested by the neurologist.
6. When finished, press the red **End Call** key to disconnect.

Additional Information:

If you wish to enlarge the view of the patient on your monitor:

- Press the **Screen Layout** key and select **Maximize Selfview** using the 2nd function key on the top of the remote. (This shows the image you are sending to the neurologist.)
- Press the 2nd function key again to toggle back & forth between the Picture in Picture view and your own site full screen.
- Press the **Home** key twice to control your camera at any time throughout the session.