

TRC4 Remote

Additional Information

Control your camera: When the menu is hidden, the arrow keys are used to adjust the camera. Use the **Cancel (X)** key to hide the menu and then use the arrow keys to adjust the camera. Alternately, you can select **Move Camera** from the main menu and then use the arrow keys and zoom +/- keys to adjust the camera to the desired position.

Define and use camera presets: Position the camera to the desired location. Press and hold the applicable number key on the remote for 1 second to save the preset. To use a preset, press the **Presets** button and then the number on the remote that corresponds with the desired location.




Share content (PC/patient camera): Ensure your PC/laptop is connected with a VGA cable. Press the **Presentation** button on the remote control to share your PC image and press **Presentation** again to return to main camera view. You can also use the laptop and main camera source button at top of remote to toggle between sources.

Use selfview: Press the **Selfview** button on the remote control to show the image you are sending to the other site, to toggle back and forth to main camera view or to share your presentation full screen with your local audience.



Use far end control in a site to site call: Press the **Far End** button on the remote. Use the arrows and zoom +/- to move the camera. Press the **Far End** button again to return to near end view.

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Instructions

- 1 Activate the system by picking up the remote control and pressing the **OK** button.
- 2 Adjust your camera view using the Camera Controls  or the camera presets.
- 3 Connect a PC or Patient Camera if required and press **Presentation**  on the remote.
- 4 Mute your microphone.  **Mic off**
- 5 Enter the 5 digit number for the site/equipment you are connecting to using the keypad on the remote.


The 5 digit number is found in brackets behind the VCU# on the whiteboard, clinic list or appointment confirmation:
ex: VCU5 (55149)

- 6 Press **Call**  to connect. (Incoming calls will be automatically connected.)
- 7 **Unmute** your microphone and ensure the other site(s) can see and hear you.
- 8 Press **End Call**  to disconnect at the end of every call.

Out of Province (or non-MBT site)

To connect, enter the dial in number you have been provided using the keypad on the remote. Press **Call**  to initiate the call.

Presenting site/speaker: During multi-site sessions (MCU) the presenting site/speaker will be shown on your screen. If you would like to change your focus to another site, press Far End and use the left/right arrows to scroll through the sites on the screen.

Change your layout - site to site: Press the Layout button  to show PIP (picture in picture) view. Press the layout key again to move the PIP around the corners of the screen and finally hide it. Press and hold the Layout key for 1 second to hide the small picture from any position. To switch PIP to larger view press Selfview. To remove the larger view press Selfview again.

Change your layout - multi site: Press the Far End button on the remote control and use the up/down arrows to scroll through the layout options. Press the Far End button again to turn off far end control.

Unable to change your layout: If you notice that your screen layout has changed based on what you're viewing from the OTHER site, let the other site know as they have the ability to change the way YOU see YOUR screen and they may have inadvertently changed the "remote" layout which is your screen. Although you can't change the layout back, the other site has that ability.

Note: Multi-site (MCU) sessions will be connected to the event automatically **at the scheduled start time** and automatically disconnected **at the scheduled end time**. ***There will be a 10 minute warning prior to the disconnection.

Problems Getting Connected		
Issue	Possible Cause	Resolution
No power to the Monitor, Codec, and Router	<ul style="list-style-type: none"> Power button on cart is not turned on Power bar is not turned on Individual equipment pieces not turned on 	<ul style="list-style-type: none"> Turn on cart using button below monitor Turn on power bar Turn each piece of equipment on individually
"No Signal" message on monitor	<ul style="list-style-type: none"> Codec is not turned on Codec is in sleep mode 	<ul style="list-style-type: none"> Plug in and turn on codec Press any button on remote to wake codec
Blank Screen	<ul style="list-style-type: none"> Monitor is not on Codec is in sleep mode 	<ul style="list-style-type: none"> Turn on monitor Press any button on remote to wake codec
Unable to connect	<ul style="list-style-type: none"> Codec or router is not on Router is not connected to MBT drop 	<ul style="list-style-type: none"> Plug in and turn on codec and/or router Connect router to MBT drop

Problems After Connection		
Issue	Possible Cause	Resolution
Far-end site unable to hear you	<ul style="list-style-type: none"> Your microphone is muted Mic is obstructed or too far from person 	<ul style="list-style-type: none"> Un-mute your microphone Ensure microphone points towards the person speaking
Unable to hear far-end site	<ul style="list-style-type: none"> Microphone is muted at far end site Near end monitor and/or codec Volume too low 	<ul style="list-style-type: none"> Try to instruct far site to un-mute their microphone Increase the volume on the monitor and/or the codec
Audio distortion from far-end site	<ul style="list-style-type: none"> Far site monitor volume is too high 	<ul style="list-style-type: none"> Turn down the volume on the far end monitor
Echo or distortion at near-end when people speaking	<ul style="list-style-type: none"> Far-end microphone is too close to the monitor Speaker/volume is too high on far-end monitor 	<ul style="list-style-type: none"> Ask to move microphone further away from monitor Ask far-end site to turn volume down on their monitor
Black screen from far end	<ul style="list-style-type: none"> Far end has wrong input selected 	<ul style="list-style-type: none"> Select Main Cam on remote control
Near-end site unable to hear or see the picture from far-end peripheral	<ul style="list-style-type: none"> Proper input has not been selected Cables are not properly connected 	<ul style="list-style-type: none"> Check for correct input selection on remote control Ensure output from laptop or patient camera is connected properly
Laptop/PC image not displayed on VC Equipment	<ul style="list-style-type: none"> Wrong inputs selected DVI/VGA cables connected improperly 	<ul style="list-style-type: none"> Select Presentation/PC input on VC equipment Check cable connections and ensure they are fastened securely
"PC not connected" message on monitor	<ul style="list-style-type: none"> Dual monitor display not activated 	<ul style="list-style-type: none"> For laptops use Fn keys (usually F5, F8 or F10) For PC, change display settings to extended or clone
"unrecognized video format" message on VC monitor	<ul style="list-style-type: none"> Display setting set to high or too low 	<ul style="list-style-type: none"> Change PC resolution to 800-X600 or 1024 X 768