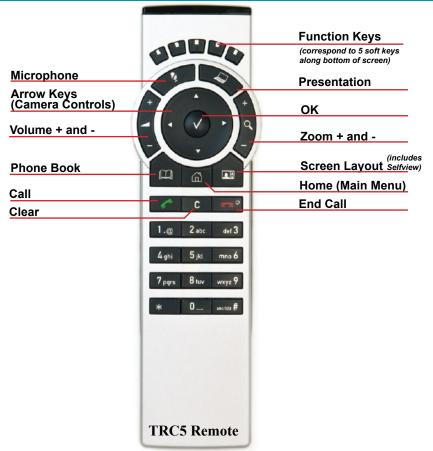


Quick Reference Guide

TRC5 Remote (Cisco SX20)

Service Desk 204-940-8500 Option 4 or toll-free 1-866-999-9698 Option 4



Additional Information

Control your camera: Use the Arrow keys and Zoom +/- keys to control the camera. At any time you can press the Home key and Camera Control to return to near end camera control.

Use camera presets: Press the **Home** button on the remote control, select Camera Controls and then the Camera Presets soft key. Scroll down the list and select the desired preset by pressing the **OK** button.

Share content (PC/patient camera): Press the Presentation button on the remote control. (if your computer goes to sleep you will need to press Presentation again to display) To turn off your presentation press the **Presentation** key.

Layout/selfview options: Press the Screen Layout button on the remote control then select the desired option from the Layout Control menu.

Local presentation options: Press the **Screen Layout** button on the remote control and select **Single** from the menu to view the local presentation full screen. You can also Minimize/Restore the presentation and move the Picture-in-Picture around the screen by pressing the appropriate soft key.

Caution: Do not use the Remote Layout soft key as this will change the layout for the other sites you are connected to and they do not have the ability to change the layout back.

Instructions

- Activate the system by picking up the remote control and pressing the OK button.
- Adjust your camera view using the camera controls or the camera presets. (if a menu appears on the left of your screen, use the left arrow on the camera controls to exit the menu)
- Connect a PC or Patient Camera if required and press Presentation on the remote.
- Mute your microphone.



Site to Site ⊞ ←→ ⊞

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)

Multi-Site

You will be automatically connected. (see note on back)

- Press **Call** to connect. (Incoming calls will be automatically connected.)
- **Unmute** your microphone and 7 ensure the other site(s) can see and hear you.
- 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.

www.mbtelehealth.ca





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Far end: To use Far End control in a site to site call: Press to select Camera Controls, and then the Far End soft key. Use the arrows and zoom +/- to move the camera. Select the **Near End** soft key to return to near end.

Layout: To change layout in a multi-site event: Press the Home key and select Camera Control. Use the soft key to select Far End which will enable Far End Camera Control. Use the up/down arrow keys to scroll through the layout options. Use the the softkey to return to **Near End**.

Troubleshooting - Focus speaker during multi-site (MCU): If you notice that the voice activation is no longer working you may have accidentally overridden it. To reactivate it press the **Far End** soft key, then use the left/right arrow keys and keep scrolling until you see the presenter icon. Voice activation is now in effect.

Troubleshooting - Remote layout: If the other site mentions that their layout has changed it's possible you have changed the **Remote layout** option from single – press the **Screen Layout** button, press the **Remote Layout** softkey and select **Single.**

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	Power button on cart is not turned on Power bar is not turned on Individual equipment pieces not turned on	Turn on cart using button below monitor Turn on power bar Turn each piece of equipment on individually	
"No Signal" message on monitor	Codec is not turned on Codec is in sleep mode	Plug in and turn on codec Press any button on remote to wake codec	
Blank Screen	Monitor is not on Codec is in sleep mode	Turn on monitor Press any button on remote to wake codec	
Unable to connect	Codec or router is not on Rotuer is not connected to MBT drop	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	Your microphone is muted Mic is obstructed or too far from person	Un-mute your microphone Ensure microphone points towards the person speaking
Unable to hear far-end site	Microphone is muted at far end site Near end monitor and/or codec Volume too low	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	Far site monitor volume is too high	Turn down the volume on the far end monitor
Echo or distortion at near-end when people speaking	Far-end microphone is too close to the monitor Speaker/volume is too high on far-end monitor	Ask to move microphone further away from monitor Ask far-end site to turn volume down on their monitor
Black screen from far end	Far end has wrong input selected	Select Main Cam on remote control
Near-end site unable to hear or see the picture from far-end peripheral	Proper input has not been selected Cables are not properly connected	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	Wrong inputs selected DVI/VGA cables con- nected improperly	Select Presentation/PC input on VC equipment Check cable connections and ensure they are fastened securely
"PC not connected" message on monitor	Dual monitor display not activated	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	Display setting set to high or too low	Change PC resolution to 800-X600 or 1024 X 768