

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

- 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. *(if a menu appears on the left of your screen, use the left arrow on the camera controls to exit the menu)*
- 3 Connect a PC or Patient Camera if required and press **Presentation** on the remote.
- 4 **Mute** your microphone.
- 5 **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)



- 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.

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	<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 Rotuer 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