

# **Cisco MX200/MX300/EX90 User Guide**

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## 1.0 OVERVIEW

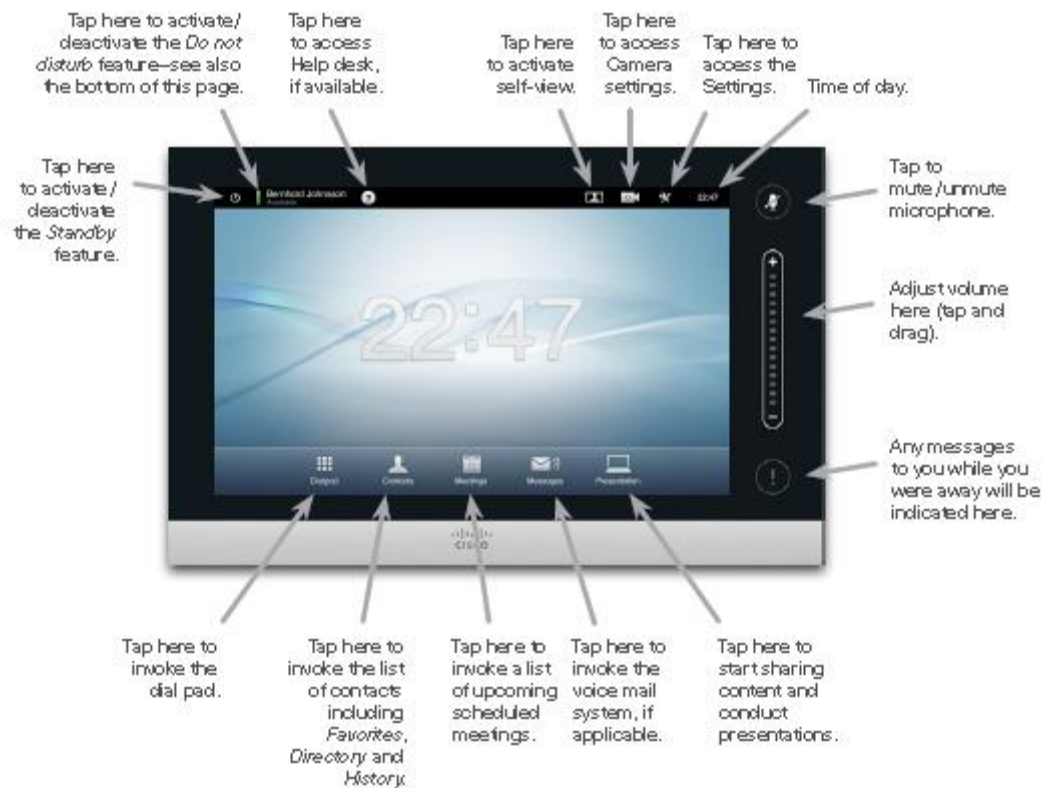
This user guide will provide you with an overview of the Cisco MX200/MX300 videoconference solution and the knowledge to setup and use the equipment.

The main components of the Cisco MX200/MX300 videoconference solution are the Camera, Codec, Ethernet Cable, Microphone, Screen/Monitor, Touch pad and Router. Some units may also have a cart.



1. **Camera** - The built-in camera is a high quality imaging device which transmits images to the screen/monitor.
2. **Codec** - The codec is the central part of the videoconferencing equipment. The main task of the codec is the compression of outgoing video, audio and data, the decompression of the incoming information and the transmission of this information between endpoints. The name codec comes from a combination of the two words compression and decompression.
3. **Microphone** - The table microphone is designed to be located on a flat surface in front of the participant. The microphone cable should always face towards the videoconferencing system. The system will automatically equalize sound levels.
4. **Screen/Monitor** - The screen/monitor displays the far end or the near end image and content as selected by the user.
5. **Router** - When connected to an MBTelehealth drop, the Router provides a secure connection back to the MBTelehealth network.
6. **Touch pad**- The touch pad is used to place calls, adjust the volume, navigate screens and select options. It controls all functions of the videoconferencing equipment. The equipment will not function without the touch pad.

### The Cisco MX200/300 Touch Screen



**Do not disturb.** When set to *Do Not Disturb*, ringtones are muted and call attempts made by others to reach you will appear as missed calls. You may, however, place calls as much as you like. As default, there is a 60 minutes timeout on the *Do not disturb* (after which the system will return to normal operation), but this may have been changed to a different setting by your *System Administrator*.

The **Meetings**, **Messages**, and **Help Desk** items are not currently used at MBTelehealth.

## 2.0 GENERAL USE

### 2.1 How to Use the Touch Screen



Tap the touch screen to wake up the system.



Tap a button to activate its function.



Scroll in lists using an up or down sliding motion with your finger.

### 2.2 Set Up and Use of Videoconference Solution

1. Wake the codec by tapping the touch screen and turn on the video screen/monitor. In a few seconds you will see the home screen.



**If the Ethernet cable is connected correctly, you will see a green VPN light on the front of the Router.**

2. Place the microphone on the table in front of the participants.

### 2.3 Self-view

Before the meeting starts we recommend that you check the self-view. The self-view displays an image of your camera view on screen and shows you what you will be sending to the other site.



Tap Self-view 



The position of the selfview will appear as shown above.



The self-view itself will be shown to you as picture-in-picture (PIP) on your screen/monitor.



To move the self-view to a different location, press and hold it with your finger until it turns blue and drag it to one of the positions as indicated on the screen.



If required, you can show selfview as full screen. Tap the selfview box and tap **Maximize**. To turn off full screen, tap inside the box and tap **Minimize**.

## 2.4 Camera Controls

The camera can be controlled manually or by using Camera Presets.

**To adjust the camera manually:**



Tap **Camera**  to access the camera controls.



Use the **arrows** to move the camera to the desired position and **+/-** to zoom in and out.




Tap outside the menu to exit.

**To use camera presets:**

Camera presets are useful when images from many different camera positions and video sources are to be viewed by the far end site(s). Presets are used to switch camera positions quickly and easily without having to manually move the camera.



Tap **Camera**  to access the camera presets.




Tap the desired preset that you would like to display.  
*Note: There are 3 standard presets: Sign, participant, room.*



Tap anywhere outside the menu to exit.

**To add a new camera preset:**



Tap **Self-view**  if needed, to see the effects of your camera adjustments.



Tap **Camera**  to access the camera controls.



Use the arrows and zoom **+/-** to adjust the camera to desired location.



Tap **Add new Preset**



Key in descriptive name.




Tap **Save** to leave the menu putting changes into effect or tap **Cancel** to leave menu and undo any changes.

## To modify an existing preset:

Camera presets will be set up and saved as part of equipment implementation but there may be a need to change or resave presets.



Tap **Self-view** , if needed, to see the effects of your camera adjustments.



Tap Camera  to access the camera controls.



Use the arrows and zoom +/- to adjust the camera.



Tap ▼ next to the preset to be edited.




In the submenu tap **Update to new position**. If you need to delete a preset, tap **remove**.

## The MX200/MX300 is set up with three (3) Standard Presets:

1. **Sign** - The first preset is of a sign with the sites name. This is an off screen camera view that allows users to move about the room without being on camera and identifies the sites that are connected.
2. **Participant** (Presenter/Provider/Patient) – This preset is a close up view of the person or persons involved in the event. Whether it is the patient, provider or a presenter, when setting this preset, you want to ensure that the far sites are able to see the person clearly.
3. **Room** –Part of videoconference etiquette includes making the sites you are connected to aware of everyone involved in the event. By setting a preset of the entire room, you can easily identify everyone in attendance and then switch back to preset number 2 as necessary. This preset is also helpful for question and answer periods.

## 2.5 Microphone

**To mute/unmute the microphone:** Tap Mic Off  on the touch screen or on the microphone itself. An onscreen indicator will appear when the microphone is off and the button on the microphone will change to red. Tap Mic Off again to unmute; the indicator will turn to green.



## 2.6 Site to Site Calls

### 2.6.1 Making video calls to a MBT Site



Tap **Dialpad**



Type in the 5 digit number for the site/equipment that you are connecting to (see Fig 1 below).  
Tap **Call** to connect.  
Tap **End** to disconnect.

**Fig 1**

The 5 digit number can be found beside the VCU# on the Whiteboard, Clinic List or Confirmation reports in iScheduler.

Whiteboard Report			
Total Number of Events Between 12/12/2016 and 12/19/2016 : 2			
<b>MBT Admin ( 67 )</b>			
Setup:	Start: 12/13/2016 10:00	End: 12/13/2016 11:00	Meeting
Site	Room	Codec	
Host: MyMBT	David Farthing	51002	
Attendees: Ashern-Lakeshore Hospital	CLIN1-Old L&D	VCU# (56761)	



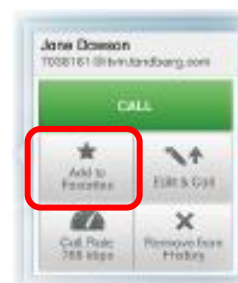
Use the **ABC/123** to toggle back and forth between the keyboard and the dialpad.



#### Frequently called sites/equipment:

If you call the same sites from the same equipment you can save the contact to the favourites list on that equipment.

The next time you need to call the site, look in the favourites list to save you from locating and typing in the 5 digit number.





## 2.6.2 Making video calls to a site outside the MBT network



Tap **Dialpad** .



Type the number that you have been provided.

Tap **Call** to connect.

Tap **End**  to disconnect.



Tap **ABC/123** to toggle back and forth between the keyboard and dialpad.



## 2.6.3 Far End Control (Site to Site)

Taking Far End Camera Control allows you to move the camera at the far end site. Before taking far end camera control, always request permission first and explain why you are taking control. You may need to take far end camera control if:

- There is an unskilled operator at the far end
- The operator requests that you take control
- If the operator isn't able to facilitate the event at their end

To use far end camera control during a Site to Site call:



Tap the participant box.



Tap **Camera**.



Adjust the camera as required using the arrows and zoom +/-.



Tap **Back** to exit the menu.



If you are on the home screen and you do not see the participant box in the middle of the touch screen, tap the “orange” site banner at the top of the screen.

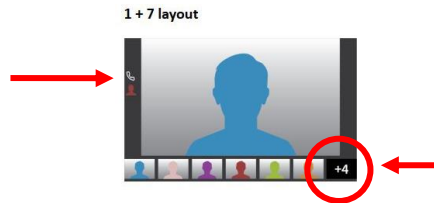


## 2.7 Multi-Site Event Calls (MCU)

- Multi-site (MCU) sessions will be connected to the event automatically at the **scheduled start time**.
- If you are registered for the event and it is already in progress and you are **NOT** connected, you can join by using the connection information shown on the Whiteboard.
- MCU calls will be automatically disconnected at the **scheduled end time**.

### 2.7.1 Far End Control (Multi-Site)

This is the default layout you will see on your screen, unless another option was chosen by the host/presenter when the event was booked (see below).



The number indicates how many more sites are connected but are not shown on the screen.

These are the layout options available when an event is booked.



## 2.8 Receiving Video Calls

Your Cisco MX200/MX300 has been configured to automatically accept all incoming connection requests. This means that both site to site connections initiated by another site and multi-site connections will be automatically connected.

You will hear a dial tone that indicates there is an incoming call and your microphone will **automatically mute** so that the connecting site cannot overhear what you are

discussing. Once the connection is made, you will need to **unmute your microphone** so that the other site(s) can hear you.

If you do not want to accept an incoming call, press decline if the option is available. Most systems have been configured to automatically accept calls.



**If you are participating in a multi-site event (3 or more participating sites) you will be automatically connected by the MBTelehealth service desk. Do not attempt to connect to another location.**

## 2.9 Volume



Tap and drag your finger up and down on the volume control to increase or decrease the volume.

## 2.10 Participant List

### Participant List – For information only

Tap the dot that is *not shown in white* just above the row of buttons at the bottom of the touch pad to invoke a list of participants (a). Alternatively, swipe your finger horizontally across the screen (b). During a multi-site call you will see your site as well as the service desk. During a site-to-site call you will see your site and the other site listed. There are layout options that may be visible (equal, prominent, overlay, single) but they are not currently in use. Tap the other dot to return to the initial state.



### 3.0 SHARING CONTENT – PERIPHERAL DEVICES

The MX200/MX300 allows for users to display additional video sources through a single DVI port connection.

The instructions below show users how to connect a Laptop or Patient camera individually and how to manage a set up where both may be required at different times.

#### To connect a laptop to the videoconferencing equipment:

1. Using a VGA/ DVI cable, connect the DVI end to the DVI-I in at the back of the codec.
2. Connect the VGA end to the matching port on the laptop.
3. Turn the laptop on.



#### To start your presentation:



Tap **Presentation** and tap **Present**. Tap **Stop Presenting** when finished to return to main camera view.



Tap **Layout** to see the layout options



Select your preferred layout by tapping it. (Equal, Prominent, Overlay, Single)



If you see the message “PC Not Connected” do the following: on the laptop keyboard, press the Function key (Fn) and the appropriate F key (often F4, F5, F8 or F10) simultaneously. A display options menu will appear, select the option to display on both. .



#### To connect a Patient Camera to the videoconferencing equipment:

Using a DVI/ DVI cable, connect one end of the DVI cable to the back of the codec and the other to the matching port on the GlobalMed TotalExam HD Patient Camera.



Tap **Presentation (a)** and tap **Present**. You should now see the Patient Camera image displayed on the video conference monitor. Scroll horizontally (b) to locate the presentation source if required.





- To display the PC/Patient Camera full screen for your site tap **Selfview** and tap **Maximize**. Tap **Minimize** to return to the previous view.
- You can use your presets at any time by tapping **Camera** and tapping the desired **Preset**.

### When both a Laptop and a Patient Camera will be used with the videoconferencing equipment:

The instructions identified above will still be relevant but the addition of a Male to Female DVI cable will be added to the solution set up. The addition of this cable will allow for easy access and switching between the two peripheral devices.

The cable will be connected to the back of the codec with the Female end accessible for easy connection of a DVI/VGA cable for laptops and a DVI/DVI cable for the patient camera.

Turn on the Patient Camera.  
Tap **Presentation** and tap **Present**.  
Scroll horizontally to locate the presentation source if required.



### Dual Video (Not currently in Use)

The MX200/MX300 also supports dual video streams. With dual video stream you can view two different live video streams simultaneously; the main video and one additional source. This could for example be both a PC presentation and the person who gives the presentation.

If the connecting video system does not support dual video stream, no second video stream will be established for this system and the PC presentation will be shown as the main video.

## 4.0 TROUBLESHOOTING

### 4.1 Audio Issues

Issue	Possible Cause(s)	Resolution
Far-end site unable to hear you	<ul style="list-style-type: none"> <li>Your microphone is muted</li> <li>Your microphone is obstructed or too far from the person speaking</li> </ul>	<ul style="list-style-type: none"> <li>Un-mute your microphone</li> <li>Check microphone and ensure it points towards the person speaking</li> </ul>
Unable to hear far-end site	<ul style="list-style-type: none"> <li>Microphone is muted at far end site</li> <li>Near end monitor and/or codec Volume is too low</li> </ul>	<ul style="list-style-type: none"> <li>Try to instruct far site to un-mute their microphone</li> <li>Increase the volume on the monitor and/or the codec</li> </ul>
Audio distortion from far-end site	<ul style="list-style-type: none"> <li>Far site monitor volume is too high</li> </ul>	<ul style="list-style-type: none"> <li>Turn down the volume on the far end monitor</li> </ul>
Echo or distortion at near-end when people speaking	<ul style="list-style-type: none"> <li>Far-end microphone is situated too close to the monitor</li> <li>Speaker/volume is too high on far-end monitor</li> </ul>	<ul style="list-style-type: none"> <li>Ask to move microphone further away from monitor</li> <li>Ask far-end site to turn volume down on their monitor.</li> </ul>

### 4.2 Video Issues

Issue	Possible Cause(s)	Resolution
Picture is blank on the monitor	<ul style="list-style-type: none"> <li>System has gone into “sleep” mode</li> <li>Monitor has been powered off</li> <li>Monitor input has changed</li> </ul>	<ul style="list-style-type: none"> <li>Tap the Touch pad and the system will reactivate in normal mode.</li> <li>Turn the monitor on</li> <li>Check to see if the monitor input has been changed (using the select or input button on the TV Monitor)</li> </ul>
Near-end site unable to hear or see the picture from far-end peripheral	<ul style="list-style-type: none"> <li>Proper input has not been selected</li> <li>Cables are not properly connected</li> </ul>	<ul style="list-style-type: none"> <li>Check for correct input selection on remote control</li> <li>Check that output from laptop patient camera, VCR, or document camera are connected properly</li> </ul>



If you are experiencing any problems with the videoconferencing equipment or have any questions, please contact the Service Desk for assistance:

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

## 5.0 ADDITIONAL TRAINING INFORMATION

For additional information on videoconference equipment visit [www.mbtelehealth.ca](http://www.mbtelehealth.ca) or contact your Facilitator-eHealth Solutions.

## 6.0 VIDEOCONFERENCING ETIQUETTE

The following tips on videoconferencing etiquette will help prepare you for a successful session:

- ✓ Assume that people can see and hear you as the Camera and Microphone are always “Live”.
- ✓ Identify yourself and anyone else in the room to the client.
- ✓ Speak directly towards the microphone and use your normal speaking voice.
- ✓ Try to avoid a lot of movement or shuffling of papers as this may affect the quality of the sound transmission.
- ✓ Due to the audio delay, pause for clients to ask or answer questions or when they have comments.
- ✓ Always ensure there are no further questions and that the client is aware of follow-up instructions before signing off.