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SX10/20 with Touchpad 10

Shared health
Soins communs
Manitoba

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OVERVIEW

This user guide will provide you with an overview and the knowledge to setup and use the SX Series videoconference solution and the Touchpad 10.

Main Components

The main components included with the SX Series and Touchpad 10 are the Camera, Codec, Ethernet Cable, Microphone, Screen/Monitor and Touchpad. In some instances there may also be a router.

Your equipment will either be an SX20 or an SX10, however they use the same software so they function the same way.

Touchpad 10: used to place calls, adjust the volume, navigate screens and select options. It controls all functions of the videoconferencing equipment, including moving the camera.

SX20   **SX10**
                             Camera

Camera: high quality imaging device which transmits images to the screen/monitor. The camera movements are controlled by a wireless infra-red (IR) remote control that controls a variety of functions, both on the near and far end.

The camera and codec on the SX10 is a combined unit.

Codec: 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.

SX20   Codec **SX10**

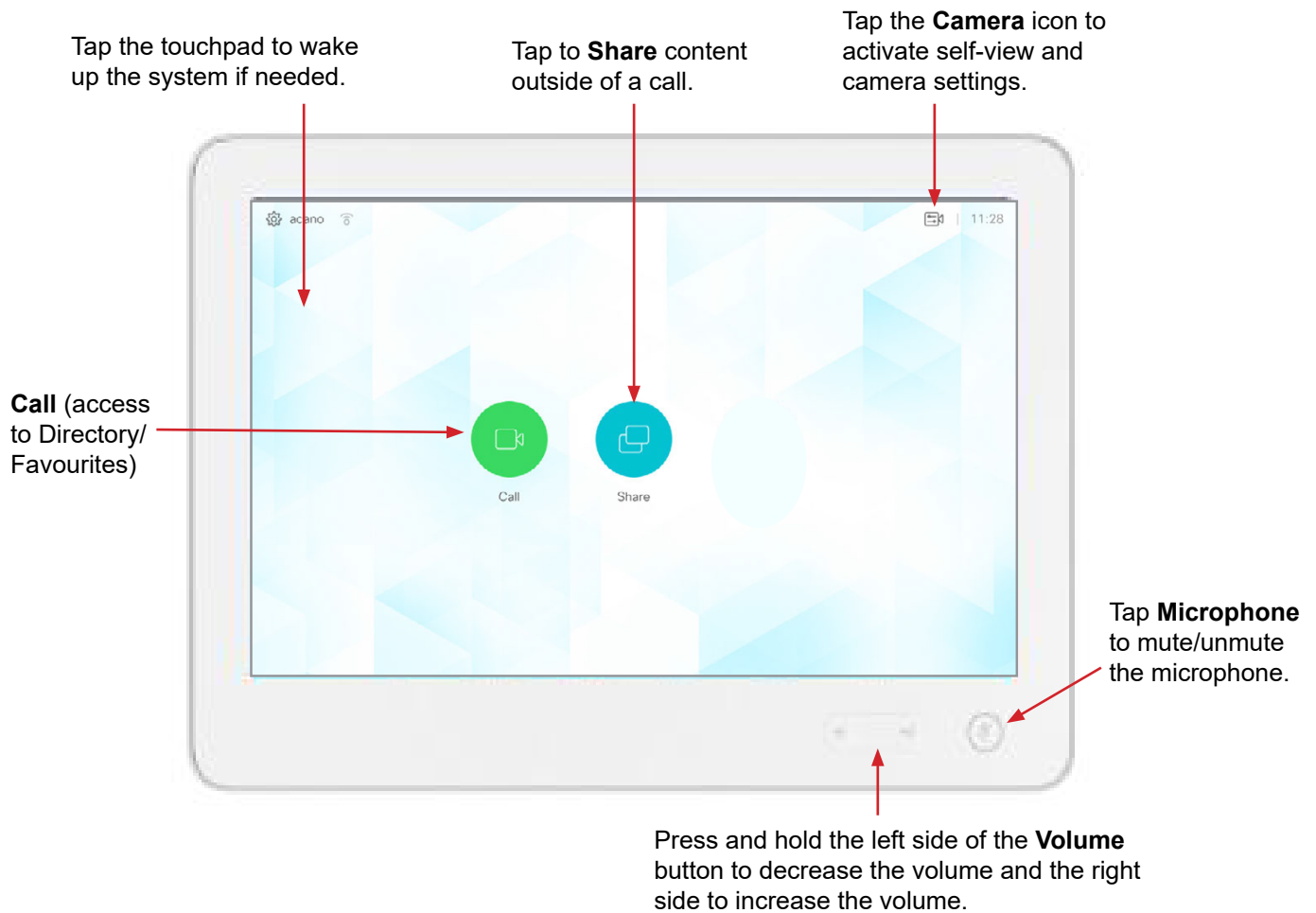*The camera and codec on the SX10 is a combined unit.*

Screen/Monitor: built-in screen/monitor displays the far end or the near end image and content as selected by the user.

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BASIC NAVIGATION

The Touchpad 10 is used to operate your video equipment and the system will not work without it. Here are some commonly used features:

Basic Features of the Touchpad 10

Tap the touchpad to wake up the system if needed.

Tap to **Share** content outside of a call.

Tap the **Camera** icon to activate self-view and camera settings.

Call (access to Directory/ Favourites)

Tap **Microphone** to mute/unmute the microphone.

Press and hold the left side of the **Volume** button to decrease the volume and the right side to increase the volume.

General Use

Tap the touchpad to wake up the system if needed.

Tap a button to activate it's function.

Scroll in lists as on a smart phone.

GENERAL USE

The following sections will provide instructions for using your SX Series Equipment and Touchpad 10 solution to place and receive videoconference calls.

Setup

Setup and Use the Equipment

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

Selfview

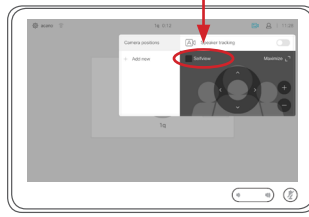
Before the meeting starts we recommend that you check the selfview. The selfview displays an image of your camera view on screen and shows you what you will be sending to the other site. The selfview appears as a PIP (Picture-in-Picture).

Outside a call:
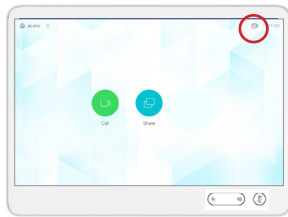
Selfview

Tap **Camera** .

Tap **Selfview** to turn it on. You may now **maximize/ minimize**, **turn selfview off,** or tap **Camera** to control your own camera.
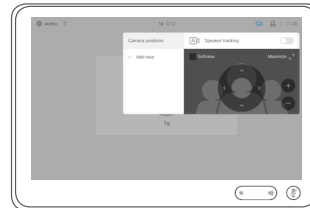
Tap anywhere outside the menu to exit.
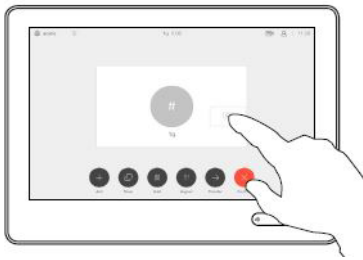
During a call:

Tap **Camera** (a) and then tap **Selfview** (b) to turn it on (you may now resize the selfview image or control the camera).
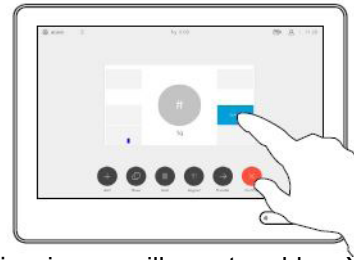
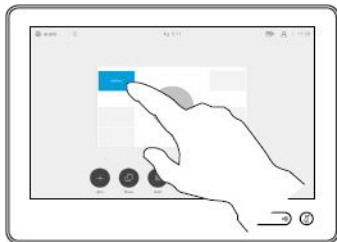Tap anywhere outside the menu to exit.
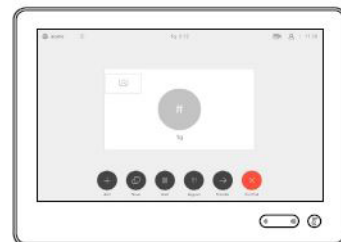
Move the Selfview PiP Box

Tap and hold the **Selfview** image.

The selfview image will now turn blue. You will also see the alternate positions available for the selfview image. Keep holding the image.

Drag the image to a new position, shown here is the upper left corner.

Release the image by lifting your finger from the screen. The selfview image has now assumed its new position.

Camera Controls

The camera controls allow you to manually control the zoom, pan and tilt of the camera as well as define Camera Presets.
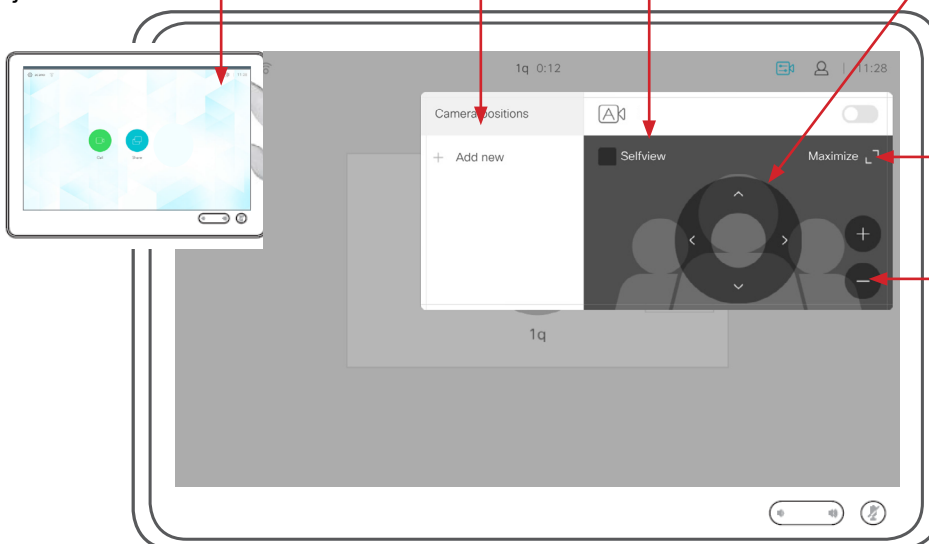
Adjust Camera Manually

Tap **Camera** to invoke the camera adjustment menu.

Tap the desired **Camera Preset**.

Turn **Selfview** On and Off.

Pan/tilt controls. (arrows)

Maximize/minimize **Selfview**.

Zoom in and out (+/-).

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.

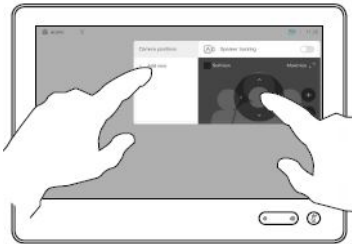Tap **Camera** to access the Camera Presets (positions).

Tap the desired preset and then tap anywhere outside the menu to exit.

Add a New Preset

Tap **Camera** to invoke the camera adjustment menu.

Selfview will be activated automatically. Use the arrows and zoom +/- to adjust the camera to the desired position.

Tap **Add New** and then tap in the text field.
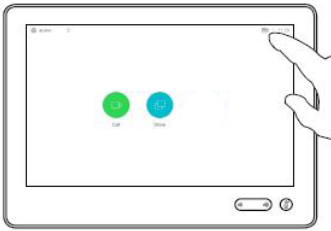

Key in a descriptive name.

Tap **Save** to leave the menu putting changes into effect, or tap **Cancel** to leave menu and undo the changes (tap anywhere outside the menu when you're done).

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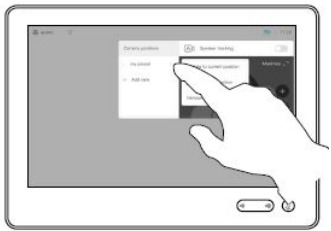
Modify Existing Preset

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

Tap the preset to be edited. Selfview will be activated automatically.
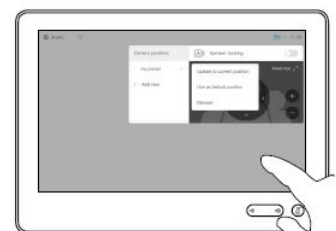

Use the arrows and zoom +/- to adjust the camera.

Tap the little arrowhead of the preset to be edited.

Tap **Update to Current Position**. to put your changes into effect.
To delete an existing preset tap **Remove.**

Tap anywhere outside the menu to close it.

Standard Presets

The SX80 with Touch 10 is set up with three (3) Standard Presets: Camera presets will be set up and saved as part of equipment implementation but there may be a need to change or resave presets.

Sign – shows the site's sign with their site 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.

Participant (Presenter/Provider/Patient) – 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 see the person clearly.

Room –shows a view of everyone in the room.   By setting a preset of the entire room, you can easily identify everyone in attendance and then switch back to the participant preset as necessary. This preset is also helpful for question and answer periods.

Microphone

Mute and Unmute the Microphone
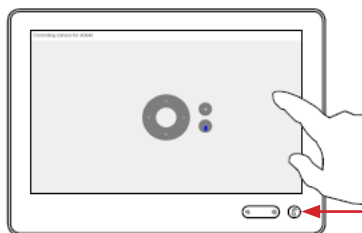
Mute and unmute the microphone.
Green Unmuted (site can hear you)
Red   Mute (site cannot hear you)

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Volume

Adjust the Volume

Press and hold the left side of the Volume button to decrease the volume and the right side to increase the volume.

Site to Site Calls

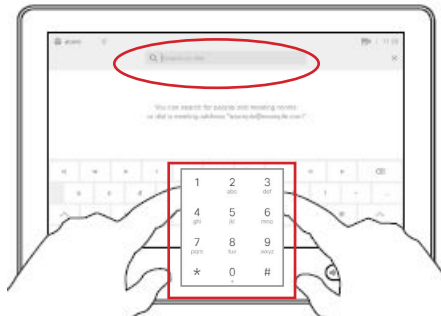## Connecting to an MBT Site

Connect to an MBT Site

⚠️ The Home screen should always be displayed prior to connecting to a site; if not, this may mean that a previous call was not disconnected. If you do not see the Home screen, press **End** to disconnect prior to connecting to your site.
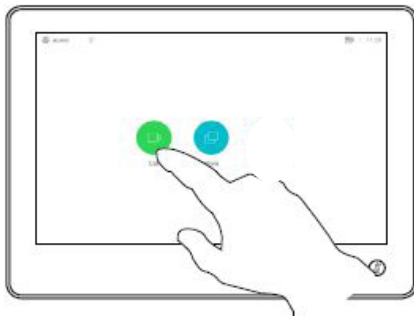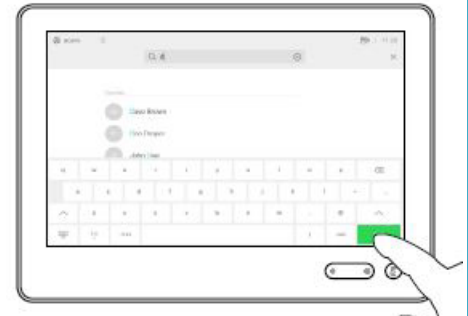
Tap **Call.**

Tap in the **search/dial** field to invoke the keypad and type in the 5 digit number.

(Note: Tap the keypad icon ⊞ in the bottom left corner of the screen if required.)

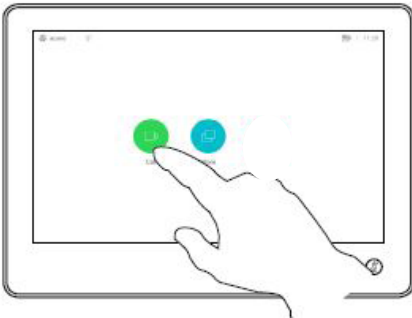Tap **Call** to connect.

Tap **End** to disconnect.

💡 **TIP** 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, tap **Call**, and then tap **Favorites** to locate the site rather than scroll through the entire address book.
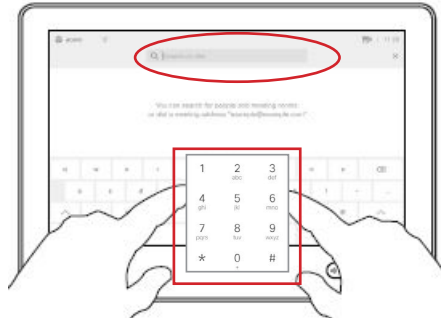
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Connecting to a site outside the MBT Network

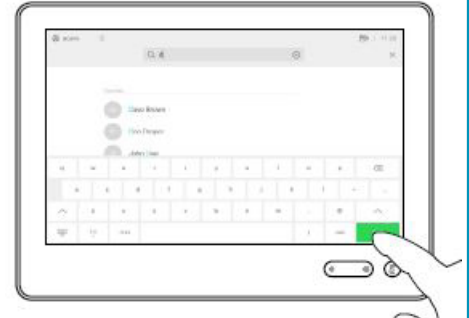## Connect to a Site Outside the MBT Network

Tap **Call.**

Tap in the **search/dial** field to invoke the keypad and type in the phone number.

(Note: Tap the keypad icon ⊞ in the bottom left corner of the screen if required.)

Tap **Call** to connect.

Tap **End** to disconnect.

Far End Control: Site to Site

Taking far end camera control allows you to move the camera at the far end site. Before taking control, always request permission first. You may need to take far end camera control if the person on the other end is unable to operate their own camera.

Far End - Site to Site
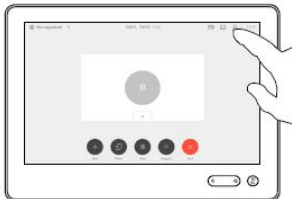
In a call, tap the **Participants** icon in the top right corner to invoke the list of participants.

Tap the site whose camera you want to control.

Tap **Camera**.

Adjust the remote camera. Tap anywhere outside the camera control buttons when you're done to return to near end (control of your own camera).

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Sharing Presentation: Site to Site

Share Presentation: Site to Site

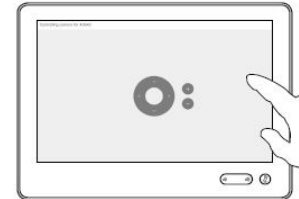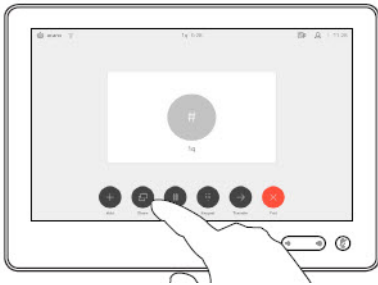There will be a cable already plugged into the equipment with a VGA and/or an HDMI connector. Plug the appropriate connector into your laptop and turn the laptop on.

Tap **Share** to access the connected laptop/PC.

Tap **Share in cal**l to share the content.

Tap **Share** and then tap **Stop sharing** when you are done.

Screen Layout: Presentation - Site to Site

Screen Layout: Presentation - Site to Site

Tap **Layout** to change the layout.

Tap the preferred layout (see options below). Tap anywhere outside the menu when done.

Selfview | Your Site | Other Site

Equal | Prominent | Overlay | Single

💡 **TIP**   If you are connected to another piece of equipment that has dual video enabled they are able to see both of your feeds; both your camera view and your presentation and will have full control over their own layout.

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Screen Layout: Presentation Options
Site to Site

Layout

Minimize/Maximize

- • **Minimize** - allows you to view the speaker full screen and puts the presentation over on the left hand side.
- • **Maximize -** allows you to restore the presentation and toggle between the presenter and presentation in case the presenter is speaking between slides.
- • **Move presentation PIP**- allows you to move your presentation around the screen. Press and hold the presentation box on the screen and when it turns blue, drag it to the desired location and lift your finger to release it (location options are indicated by a grey box).
- • **Presentation full screen -** tap **layout** and then select **single**.

TIP
  When the presenting site exits the presentation, your only option will be Far End control.

Recent Calls and Favourites

 These options apply to both MBT sites and calls outside of the MBT network.

You can add a site from the Directory or from the Recent Calls list to the Favorites list. This is helpful for sites who would like to add their most frequently called sites from this particular equipment.

Adding Favourites
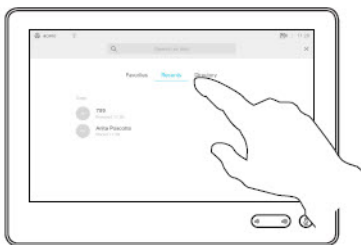
Tap **Recents or Directory** and search for the entry you would like to add to the Favorites.
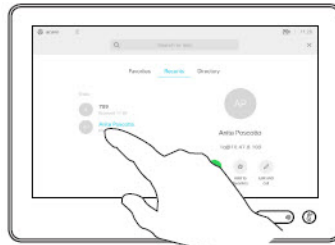
Tap the entry to be turned into a favorite. This will cause the above screen to be shown.
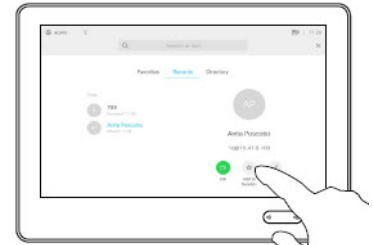
Tap **Add to Favourites.** To exit this menu, tap the **X** in the top right corner. (Note: A **Favorite** is denoted by a gold star.)

ⓘ To remove an entry, repeat the procedure as shown above.

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Using Recents and Favourites

Tap **Call (**not shown) and then tap **Recents** or **Favorites.**

Tap to select the entry (a) and then tap Call (b).

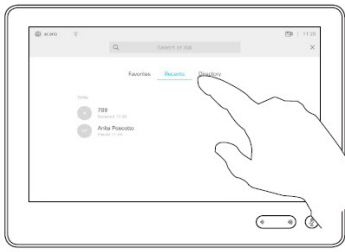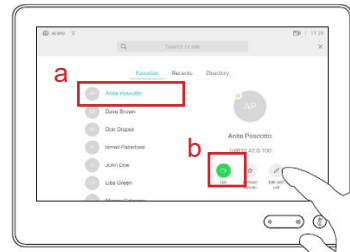# Multi-Site Event Calls (MCU)

Connecting to a Multi Site (MCU) Call

Connect to an MCU Call

⚠️
- 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 <u>NOT</u> connected, you can join by using the connection information shown on the Whiteboard.
- MCU calls will be automatically disconnected at the **scheduled end time**.

Screen Layout/Far End: No Presentation - Multi-Site

Screen Layout: No Presentation 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).
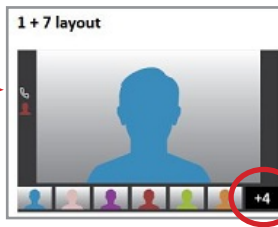
The number indicates how many more sites are connected but are not shown on the screen.

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

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Sharing Presentation: Multi Site

Share Presentation: Multi Site

There will be a cable already plugged into the equipment with a VGA and/or an HDMI connector. Plug the appropriate connector into your laptop and turn the laptop on.
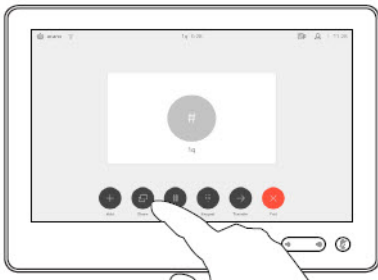
Tap **Share** to access the connected laptop/PC.

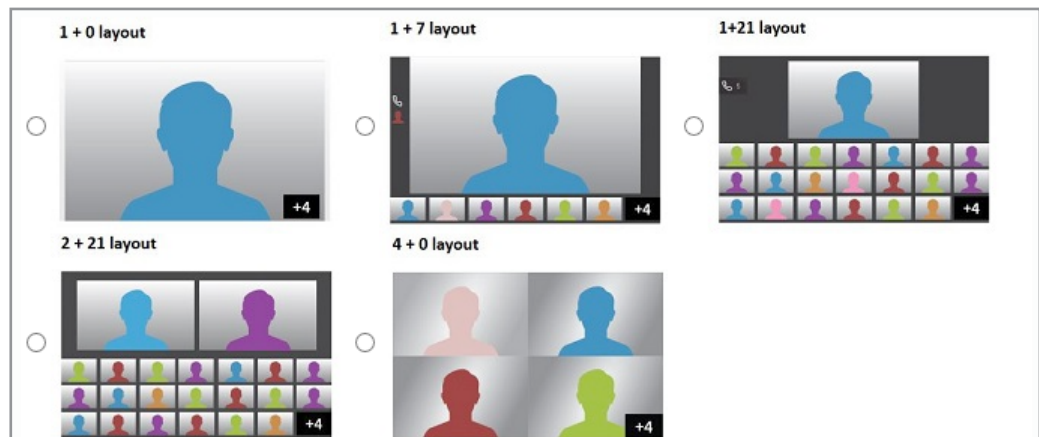Tap **Share in cal**l to share the content.

Tap **Share** and then tap **Stop sharing** when you are done.

Screen Layout: Presentation - Multi Site

Screen Layout: Presentation - Multi Site

Tap **Layout** to change the layout.

Tap the preferred layout (see options below). Tap anywhere outside the menu when done.

Selfview   Your Site   Other Site

Equal   Prominent   Overlay   Single

💡 **TIP**   If you are connected to another piece of equipment that has dual video enabled they are able to see both of your feeds; both your camera view and your presentation and will have full control over their own layout.

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Screen Layout: Presentation Options
Site to Site

Layout

Minimize/Maximize

• **Minimize** - allows you to view the speaker full screen and puts the presentation over on the left hand side.

• **Maximize -** allows you to restore the presentation and toggle between the presenter and presentation in case the presenter is speaking between slides.

• **Move presentation PIP**- allows you to move your presentation around the screen. Press and hold the presentation box on the screen and when it turns blue, drag it to the desired location and lift your finger to release it (location options are indicated by a grey box).

TIP Tap Layout to view your menu options. These options are only available while sharing content. When the presenting site exits the presentation, your only option will be **Far End Control.**

Receiving and Ending Video Calls

Receiving and Ending Video Calls

Receiving Calls
Your SX Series with Touchpad 10 solution 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. *(Note: Contact your FES to confirm if your particular equipment has been configured this way.)*

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.

Ending Calls
At the completion of every call, press **End** to disconnect.
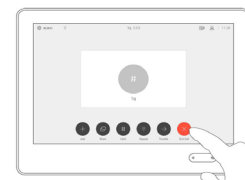
⚠ • Multi-site (MCU) sessions will be connected to the event automatically at the **scheduled start time.**
• If you are registered for the event and it is already in progress and you are NOT connected, you can join by using the connection information shown on the Whiteboard.
• MCU calls will be automatically disconnected at the **scheduled end time**.

DUAL VIDEO ENABLED EQUIPMENT

Dual Video Enabled Equipment

Note: This information is only applicable for <u>point to point</u> calls when <u>both</u> units are using dual video enabled equipment.

Dual video allows users to display and view two different live video feeds simultaneously. For instance, you could view both the PC presentation as well as the person who delivers the presentation. With two video streams, the receiving site is able to control the layout of how they view each of the feeds.

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

 The only equipment that <u>does not</u> support dual video is the Tandberg 1700, Tandberg Edge 95 Mobile Cart and the Tandberg 880 MXP Mobile Cart.

TIP   If both pieces of equipment are dual video enabled then both sites are able to change their own screen layout by pressing **Layout** and selecting the desired option.

TROUBLESHOOTING

Audio Issues		
Issue	**Possible Cause**	**Resolution**
Far end site unable to hear you	• Your microphone is muted (red light is on) • Your microphone is obstructed or too far from the person speaking	• Un-mute your microphone • Check microphone and ensure it 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 is too low	• Ask far end site to un-mute their microphone • Increase the volume on the monitor and/or the codec
Audio distortion from far end site	• Far end site monitor volume is too high	• Ask far end site to turn down the volume on their monitor
Echo or distortion at near end when people speaking	• Far end microphone is situated 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

Video Issues		
Issue	**Possible Cause**	**Resolution**
Picture is blank on the monitor	• System has gone into "sleep" mode • Monitor has been powered off • Monitor input has changed	• Pick up the remote, system will reactivate in normal mode • Turn the monitor on • Check to see if the monitor input has been changed (using the select or input button on the TV Monitor)
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 • Check that output from laptop or patient camera are connected properly

? ──── **NEED HELP?** ────

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, Option 1
or toll-free 1-866-999-9698 Option 4, Option 1**

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ADDITIONAL TRAINING INFORMATION

For additional information on videoconference equipment visit **www.mbtelehealth.ca**   or contact your Facilitator-eHealth Solutions.

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".

✓ Always check your selfview so you are aware of what will be displaying at the far-end site.

✓ Confirm that the other site can see and hear you and identify yourself and anyone else in the room.

✓ 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.