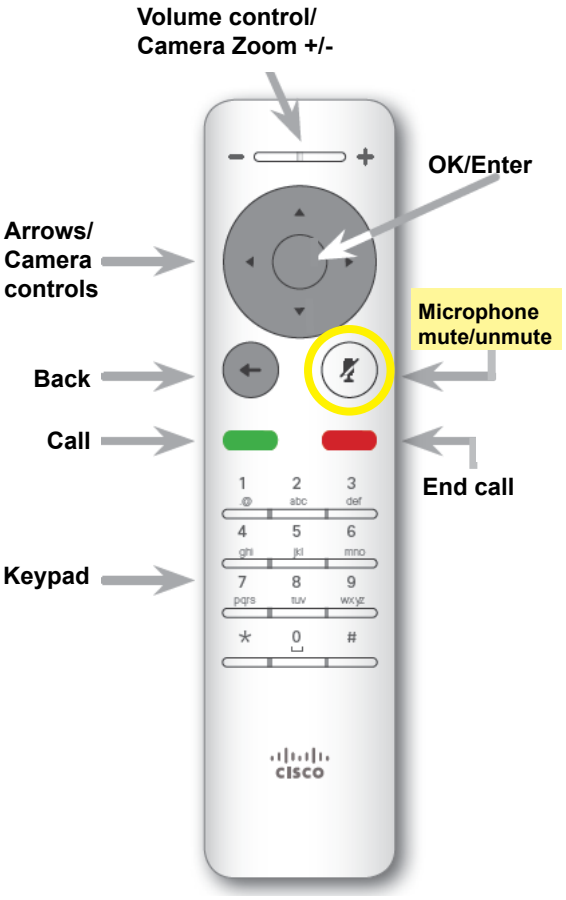
MBTelehealth® A Shared Health Service

Quick Reference Guide
Evening Multi-Site Connection
TRC 6 Remote

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

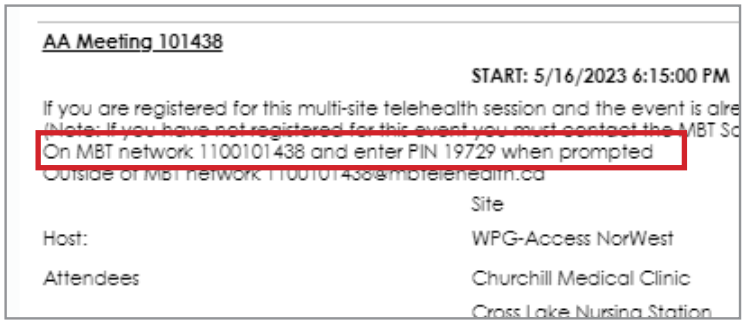
Multi-site sessions (3 or more sites) will be connected automatically at the scheduled start time and disconnected at the scheduled end time.

- 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 provided to you by the clinic you are attending at along with the steps shown below.
- If you are not automatically connected and you do not have the access to the Whiteboard number please call the Service Desk at 1-866-999-9698 Option 4 then Option 1, and let them know you are having trouble connecting to a clinical telehealth event. (Note: *you may be asked for your name and the site phone number you are calling from in order for the Service Desk to assist you.)*



1. Locate the connection information on the Whiteboard (see example below).
2. Enter the number using the keypad on the remote and press the green **Call** button on the remote to place the call.

Sample Whiteboard


AA Meeting 101438

START: 5/16/2023 6:15:00 PM

If you are registered for this multi-site telehealth session and the event is alre
(Note: If you have not registered for this event you must contact the MBT So
On MBT network 1100101438 and enter PIN 19729 when prompted
Outside of MBT network 1100101438@mbtelehealth.ca

Site
Host: WPG-Access NorWest
Attendees Churchill Medical Clinic
Cross Lake Nursing Station

Tips For Using the Remote

- Use the arrows to move around the screen and press **OK** to make a selection.
- Use the **Back** key to go one step back and to exit a menu.
- Use the **OK** or **Back** key to display the menu options on the screen.

Troubleshooting Tips →

TROUBLESHOOTING TIPS

Video Issues		
Issue	**Possible Cause**	**Resolution**
Equipment does not turn on	•Power cables are unplugged •Power button is not turned on •Network cables are unplugged	•Check that power cables are plugged in & power on each piece of equipment if turned on •Check that network cable plugged into MBT drop
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 monitor on •Check to see if monitor input has been changed (using select or input button on TV Monitor)
"No network connection" message displayed in top left corner of screen	•Equipment is not connected to an MBT network drop	•Check that network connection is plugged into the "MBT" network drop
Near-end site unable to hear or see the picture from far-end peripheral	•Cables not properly connected •Share has not been selected or you have not pressed OK on remote	•Check for correct input selection on remote control •Check that output from laptop or patient camera are connected properly
Laptop is not displaying your presentation	•Wrong resolution selected •Share option has not been selected or wrong presentation mode on laptop	•Change the setting to 1280 x 720 under Display Settings •Select **Share** from the onscreen menu options •Press the keys and select **Duplicate**

Audio Issues		
Issue	**Possible Cause**	**Resolution**
Far end site unable to hear you	•Your microphone is muted, 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 too close to the monitor •Speaker/volume is too high on far end monitor	•Ask far end site to move microphone further away from monitor •Ask far end site to turn volume down on their monitor