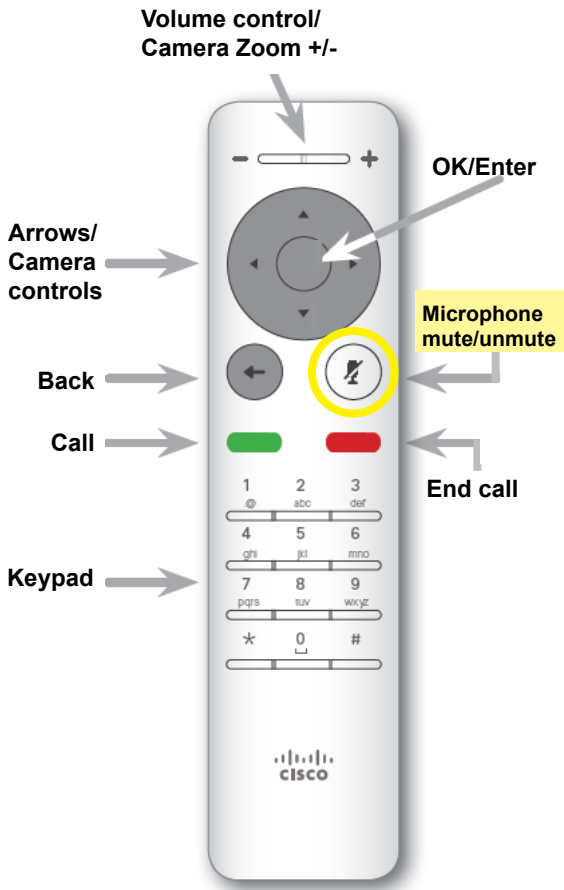


Multi-site sessions (3 or more sites) will be connected automatically at the scheduled start time and disconnected at the scheduled end time.

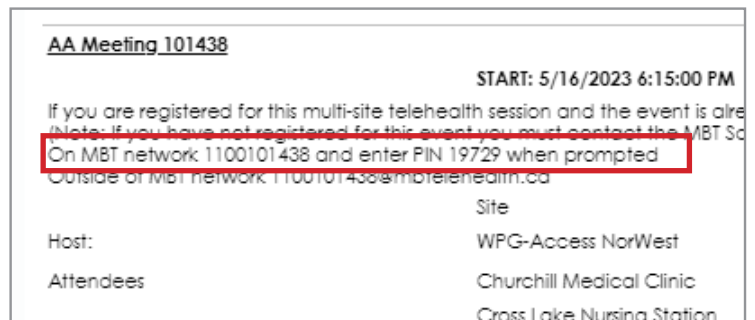


- If you are registered for the event and it is already in progress and you are **NOT** connected, you can join by using the connection information shown on the Whiteboard provided to you by the clinic you are attending at along with the steps shown below.
- If you are not automatically connected and 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





**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	<ul style="list-style-type: none"> <li>•Power cables are unplugged</li> <li>•Power button is not turned on</li> <li>•Network cables are unplugged</li> </ul>	<ul style="list-style-type: none"> <li>•Check that power cables are plugged in &amp; power on each piece of equipment if turned on</li> <li>•Check that network cable plugged into MBT drop</li> </ul>
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>•Pick up the remote, system will reactivate in normal mode &amp; turn monitor on</li> <li>•Check to see if monitor input has been changed (using select or input button on TV Monitor)</li> </ul>
“No network connection” message displayed in top left corner of screen	<ul style="list-style-type: none"> <li>•Equipment is not connected to an MBT network drop</li> </ul>	<ul style="list-style-type: none"> <li>•Check that network connection is plugged into the “MBT” network drop</li> </ul>
Near-end site unable to hear or see the picture from far-end peripheral	<ul style="list-style-type: none"> <li>•Cables not properly connected</li> <li>•Share has not been selected or you have not pressed OK on remote</li> </ul>	<ul style="list-style-type: none"> <li>•Check for correct input selection on remote control</li> <li>•Check that output from laptop or patient camera are connected properly</li> </ul>
Laptop is not displaying your presentation	<ul style="list-style-type: none"> <li>•Wrong resolution selected</li> <li>•Share option has not been selected or wrong presentation mode on laptop</li> </ul>	<ul style="list-style-type: none"> <li>•Change the setting to 1280 x 720 under Display Settings</li> <li>•Select <b>Share</b> from the onscreen menu options</li> <li>•Press the  +  keys and select <b>Duplicate</b></li> </ul>

Audio Issues		
Issue	Possible Cause	Resolution
Far end site unable to hear you	<ul style="list-style-type: none"> <li>•Your microphone is muted, 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>•Ask far end 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 end site monitor volume is too high</li> </ul>	<ul style="list-style-type: none"> <li>•Ask far end site to turn down the volume on their monitor</li> </ul>
Echo or distortion at near end when people speaking	<ul style="list-style-type: none"> <li>•Far end microphone is 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 far end site to move microphone further away from monitor</li> <li>•Ask far end site to turn volume down on their monitor</li> </ul>