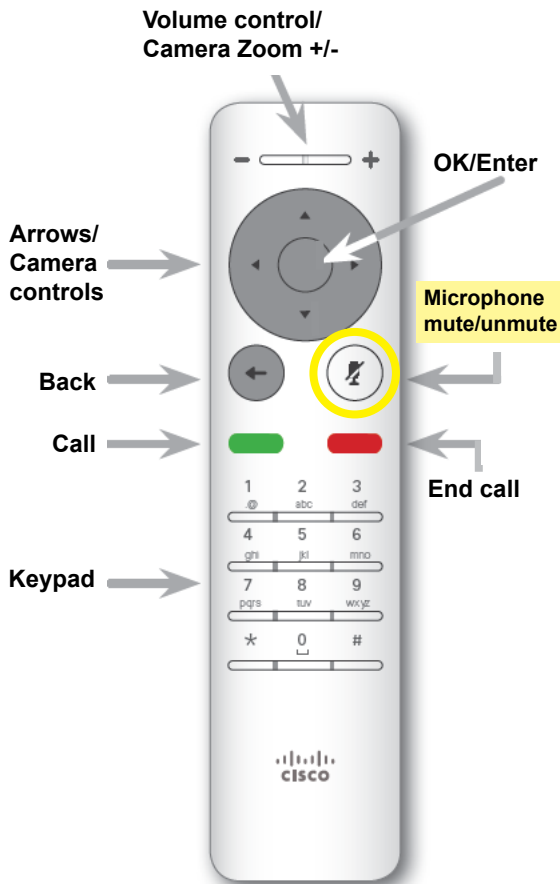
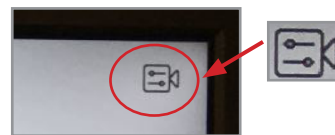


If you encounter errors, call the Service Desk and provide them with this information:

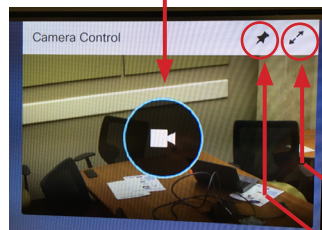
- For Telestroke identify yourself and advise them that this is for a **Telestroke Urgent Clinical Consultation**.
- For all other Urgent Clinical consults, identify yourself and advise them that this is for an **Urgent Telehealth Clinical Consultation**.
- Provide your location and the VCU # (found on the sticker on the monitor and/or equipment).



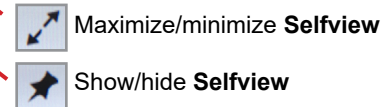
Adjust the Camera



- Pick up the remote and press the **Back** button to wake up the system.
- Arrow over to the **Camera** icon in the top right corner and press **OK** on the remote.



- Press **OK** on the camera icon and adjust as necessary to ensure you are visible so the far end site will see you.
- Press the **Back** button twice to back out of the camera menu before receiving a call.



Receiving the Call

- The Specialist will connect to you and you will see them on the monitor once they have connected.
- Press the **Microphone** key to unmute and ensure other site can hear you.
- Assist with the patient assessment throughout the session by moving the camera or the patient **if requested by the specialist**.
- Press the red **End Call** button on the remote to disconnect at the end of every call.