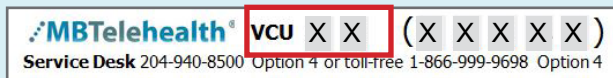


If you encounter errors, call the Service Desk and provide them with this information:

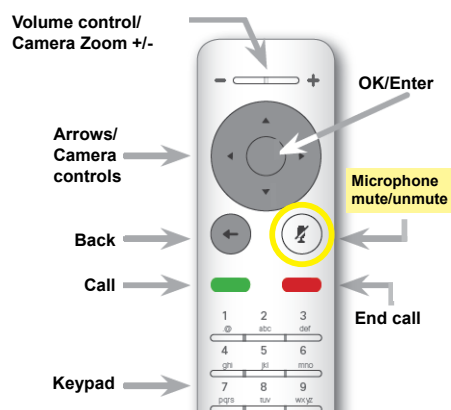
- Identify yourself and advise them that this is for an **Urgent Telehealth Clinical Consultation involving a neonate or child.**
- Provide your location and the VCU # (found on the sticker on the monitor and/or equipment).





Your 5 digit dialing number is _____.

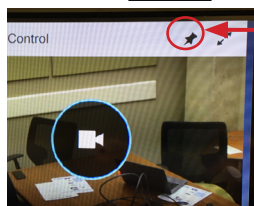
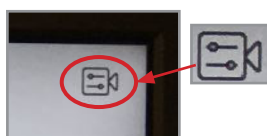
1 Request Urgent Consult


- Call the Medical Transportation Coordination Centre (MTCC) at 1-800-689-6559.
- Advise them that you have an urgent neonatology clinical consult requiring telehealth.



2 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.



 Show/hide **Selfview**

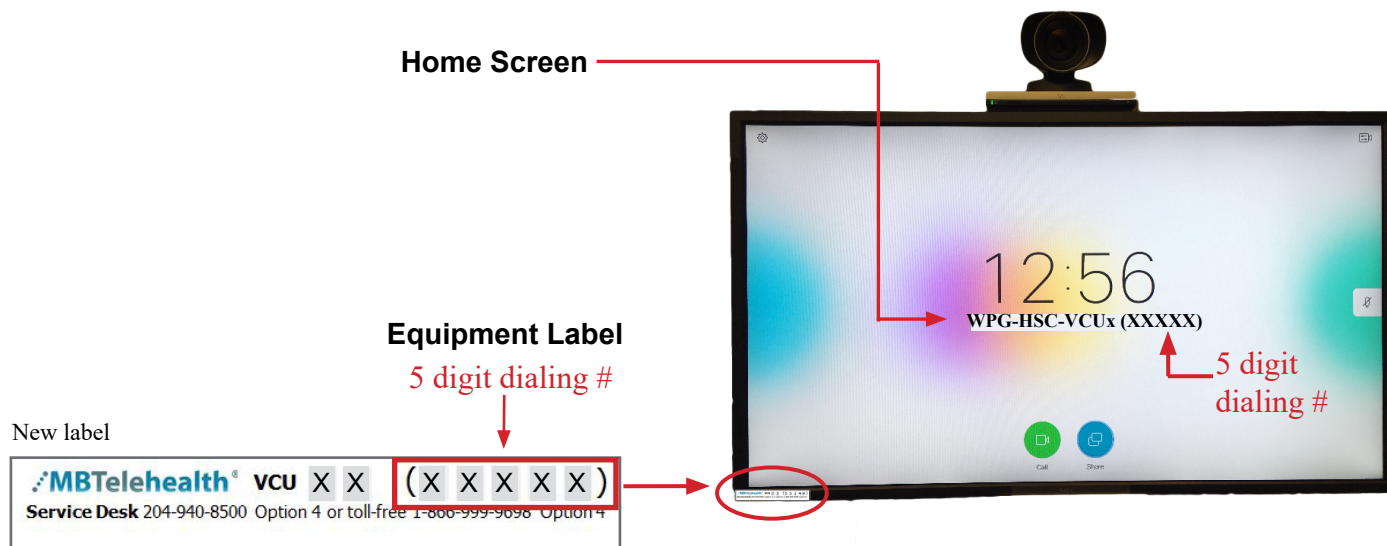
3 Receiving the Call

- Press the **Microphone** key to unmute and ensure other site can hear you.
- The specialist will connect to you and you will then see them on the monitor. Ensure the other site can see you and hear you.
- If NICU is not able to hear your site, stay connected and call the applicable site →
- 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.

HSC NICU:
 204-787-5906
 204-787-5907
 204-787-7658 (work room)
SBH NICU:
 204-237-2775

Your 5 Digit Number

If the other site does not know your 5 digit number - you can find it as shown below.



Problems Getting Connected		
Issue	Possible Cause	Resolution
No power to the Monitor, Codec, and Router	<ul style="list-style-type: none"> Power button on cart is not turned on Power bar is not turned on Individual equipment pieces not turned on 	<ul style="list-style-type: none"> Turn on cart using button below monitor Turn on power bar Turn each piece of equipment on individually
"No Signal" message on monitor	<ul style="list-style-type: none"> Codec is not turned on Codec is in sleep mode 	<ul style="list-style-type: none"> Plug in and turn on codec Press any button on remote to wake codec
Blank Screen	<ul style="list-style-type: none"> Monitor is not on Codec is in sleep mode 	<ul style="list-style-type: none"> Turn on monitor Press any button on remote to wake codec
Unable to connect	<ul style="list-style-type: none"> Codec or router is not on Router is not connected to MBT drop 	<ul style="list-style-type: none"> Plug in and turn on codec and/or router Connect router to MBT drop

Problems After Connection		
Issue	Possible Cause	Resolution
Far-end site unable to hear you	<ul style="list-style-type: none"> Your microphone is muted Mic is obstructed or too far from person 	<ul style="list-style-type: none"> Un-mute your microphone Ensure microphone points towards the person speaking
Unable to hear far-end site	<ul style="list-style-type: none"> Microphone is muted at far end site Near end monitor and/or codec Volume too low Headphones are not engaged 	<ul style="list-style-type: none"> Try to instruct far site to un-mute their microphone Increase the volume on the monitor and/or the codec Check headphone connection and volume.