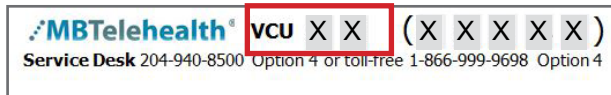
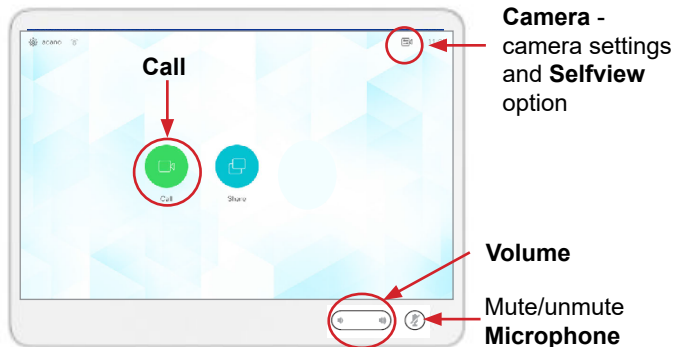


If you encounter errors, call the Service Desk and provide them with this information:

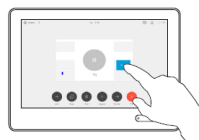
- Identify yourself and advise them that this is for an **Urgent Telehealth Clinical Consultation Involving a neonate or child.**
- Provide your location and the VCU # (found on the sticker on the monitor and/or equipment).



### Touchpad Basics

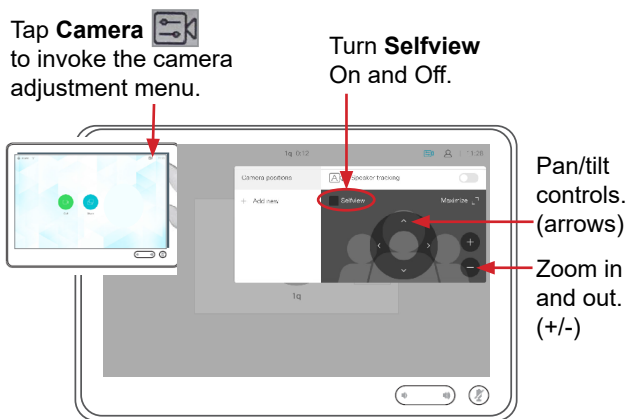


Tap outside a menu to exit.



Press, drag and release to move the selfview box.

### Camera Control and Selfview



### Instructions

- Call the Medical Transportation Coordination Centre (MTCC) at 1-800-689-6559.
- Advise them that you have an urgent neonatology clinical consult requiring telehealth.
- Tap the touchpad to wake up the system and adjust the camera (see instructions on bottom left).
- Unmute your microphone (red light means mute).  
 ! When your microphone is on, the other site can hear all of your conversations.
- 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.  
 (Tap camera and then tap Selfview to see a picture in picture image of your site.)  
 If NICU is not able to hear your site, stay connected and call the applicable site:

**HSC NICU:**  
 204-787-5906  
 204-787-5907  
 204-787-7658 (work room)

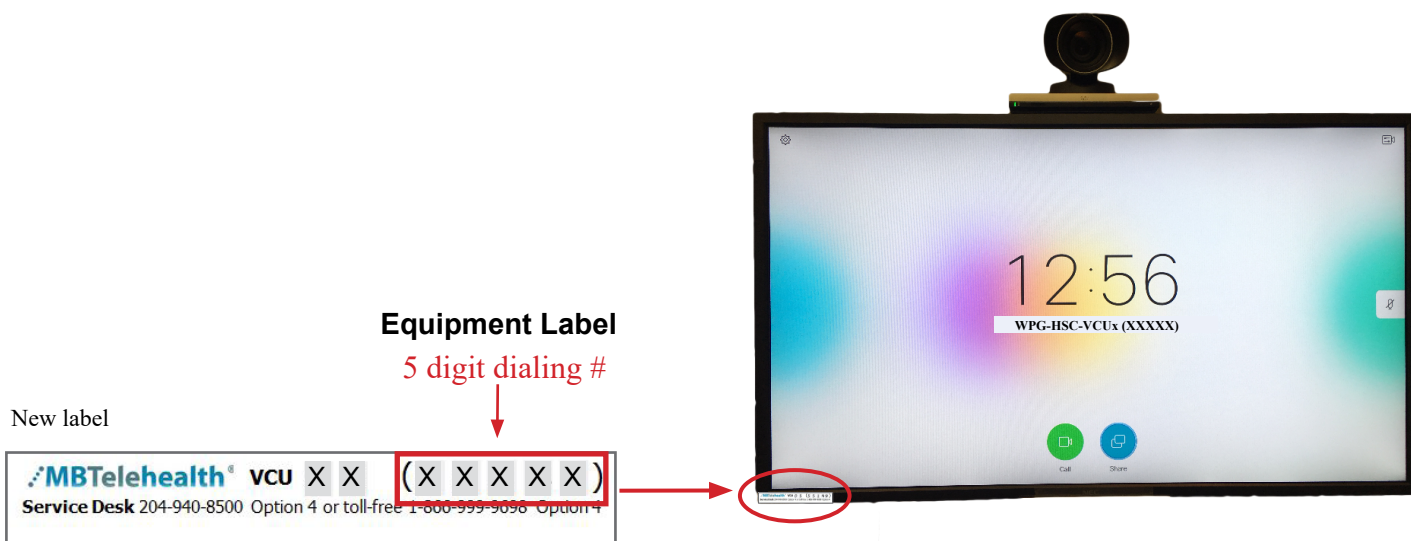
**SBH NICU:**  
 204-237-2775

- Assist with the patient assessment throughout the session by moving the camera or the patient if **requested by the specialist.**
- When the session has ended tap **End Call** to disconnect at the end of every call.

! This is your 5 digit dialing number

## 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"> <li>Power button on cart (if using mobile) not on</li> <li>Power bar is not turned on</li> <li>Individual equipment pieces not turned on</li> </ul>	<ul style="list-style-type: none"> <li>Turn on cart using button below monitor</li> <li>Turn on power bar</li> <li>Turn each piece of equipment on individually</li> </ul>
"No Signal" message on monitor	<ul style="list-style-type: none"> <li>Codec is not turned on</li> <li>Codec is in sleep mode</li> </ul>	<ul style="list-style-type: none"> <li>Plug in and turn on codec</li> <li>Tap touchpad to wake up the system</li> </ul>
Blank Screen	<ul style="list-style-type: none"> <li>Monitor is not on</li> <li>Codec is in sleep mode</li> </ul>	<ul style="list-style-type: none"> <li>Turn on monitor</li> <li>Tap touchpad to wake up the system</li> </ul>
Unable to connect	<ul style="list-style-type: none"> <li>Codec is not on</li> <li>Codec not connected to MBT drop</li> </ul>	<ul style="list-style-type: none"> <li>Plug in and turn on codec</li> <li>Connect codec to MBT drop</li> </ul>

Problems After Connection		
Issue	Possible Cause	Resolution
Far-end site unable to hear you	<ul style="list-style-type: none"> <li>Your microphone is muted</li> <li>Mic is obstructed or too far from person</li> </ul>	<ul style="list-style-type: none"> <li>Un-mute your microphone</li> <li>Ensure microphone 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 too low</li> </ul>	<ul style="list-style-type: none"> <li>Try to instruct far site to unmute their microphone</li> <li>Increase the volume on the monitor and/or the codec</li> <li>Check headphone connection and volume.</li> </ul>