



Ergotron Cart (SX20 and TRC6 Remote Control) User Guide



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OVERVIEW

This user guide will provide you with an overview and the knowledge to setup and use the SX series equipment with the TRC6 remote control.

Main Components

The main components included with the SX20 are the Camera, Codec, Ethernet Cable, Microphone, Screen/Monitor and remote. In some instances there may also be a router.

Camera: high quality imaging device which transmits images to the screen/monitor. The camera movements are controlled by a wireless infra-red (IR) remote control that controls a variety of functions, both on the near and far end.



Codec: central part of the videoconferencing equipment. The main task of the codec is the compression of outgoing video, audio and data, the decompression of the incoming information and the transmission of this information between endpoints. The name codec comes from a combination of the two words compression and decompression.



Remote: used to place calls, adjust the volume, navigate screens and select options. It controls all functions of the videoconferencing equipment, including moving the camera.

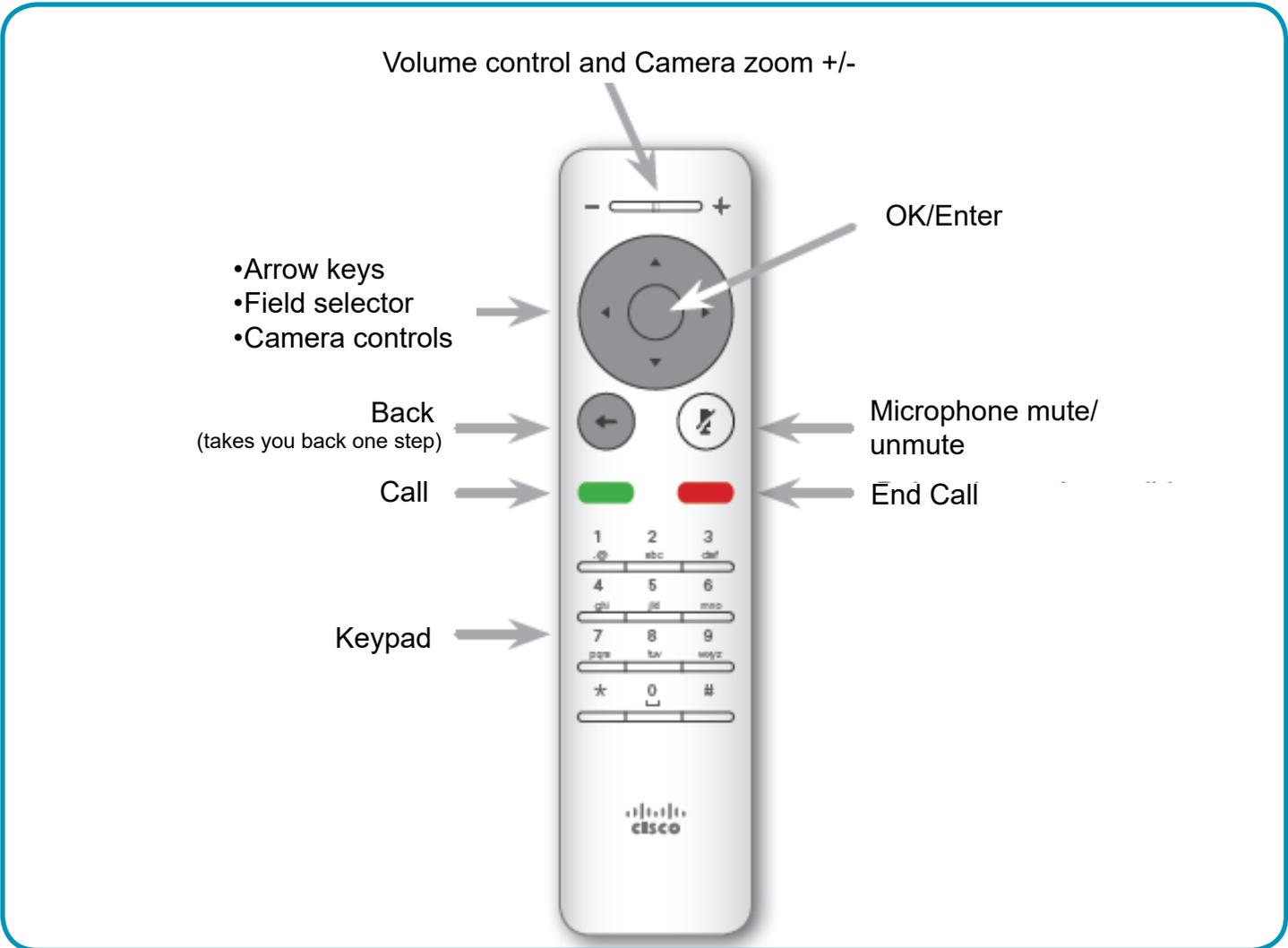


Screen/Monitor: built-in screen/monitor displays the far end or the near end image and content as selected by the user.



BASIC NAVIGATION

The TRC6 Remote is used to operate your video equipment and the system will not work without it. Here are some commonly used features:



Tips for using the Remote

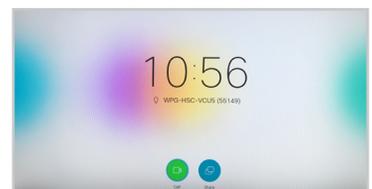
- 1 Use the **Arrow** keys to move the cursor around the screen and press **OK/Enter** to open the selected menu field.
- 2 Use the **Back** button to go one step back and to exit a menu.
- 3 Use the **Back** button to display the onscreen menu options at any time.



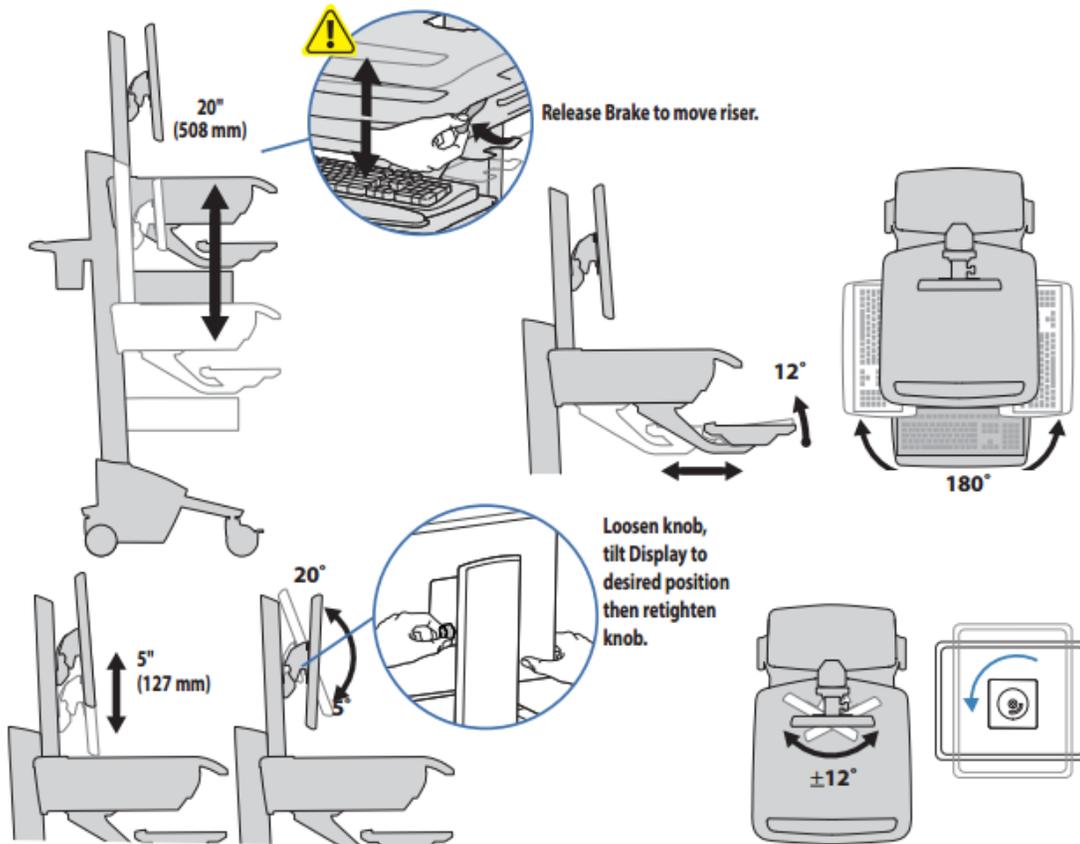
The Home screen should always be displayed prior to connecting to a site; if not, this may mean that a previous call was not disconnected. If you do not see the Home screen, press **End Call** on the remote to disconnect prior to connecting to your site.

Note: You may see a black screen prior to the Home screen with instructions to "Pick up the remote to get started".

Home Screen



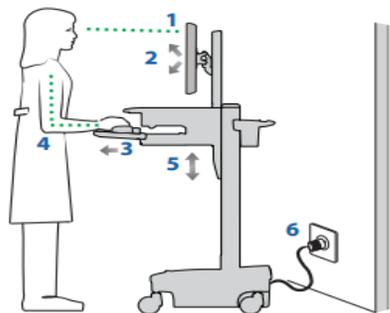
IMPORTANT FEATURES OF THE CART



ERGONOMICS

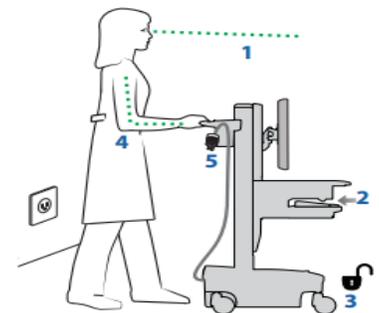
Working customize - to your size

- 1 Set top of monitor screen about one inch below eye level - Release brake and lift or lower riser as needed.
- 2 Tilt screen for comfortable viewing and to reduce eye and neck strain.
- 3 Pull keyboard tray forward and position mouse tray and mouse pouch on right or left, as needed.
- 4 Work with elbows bent at about 90° to minimize muscle strain.
- 5 If the riser moves up and down with difficulty, or if it drifts out of set position, consult the product manual for adjustment information.
- 6 Stay in charge!
Powered carts should be plugged into outlet as often as possible to keep battery charged and computer running.



Moving stow - before you go

- 1 During normal movement, release brake and lower worksurface to lowest position for optimal stability and unobstructed view.
- 2 Tuck away open trays and return mouse, scanner and other accessories to their places. Clear worksurface
- 3 Unlock both front casters.
- 4 Push cart from rear with elbows bent at about 90° to maximize control and minimize muscle strain.
- 5 Don't run out!
Before moving, make sure cord is unplugged from outlet and hooked to basket for safe travel. Remember, charge battery fully 100% every day!



GENERAL USE

The following sections will provide instructions for using your SX series equipment with the TRC6 remote control to place and receive videoconference calls.

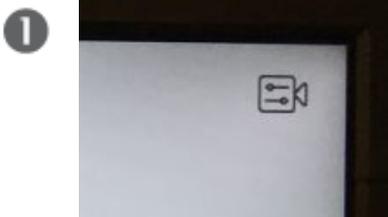
Setup

Setup and Use the Equipment

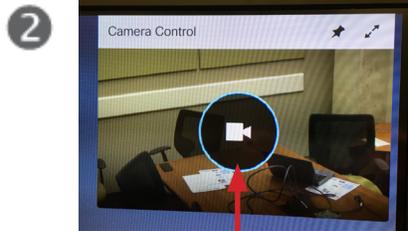
Wake the codec by picking up the remote and pressing the **OK/Enter** button and turn on the video screen/monitor if required. In a few seconds you will see the home screen.

Camera Controls and Selfview

Before the session starts check the selfview and adjust your camera as required. The selfview displays an image of your camera view onscreen and shows you what you will be sending to the other site. The selfview appears as a PIP (Picture-in-Picture). Note: Ensure you move your camera to the correct location at the start of your event.



1 •Arrow over to the **Camera** icon in the top right corner and press **OK** on the remote.



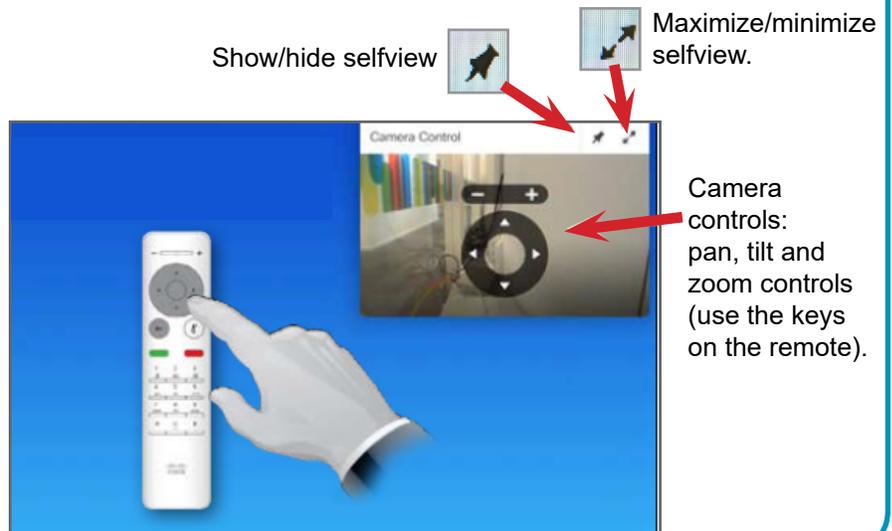
2 •Press OK on the camera icon to display the camera control options.
•Use the arrows to adjust the pan/tilt and zoom in and out using the +/- keys on the remote (as shown below).



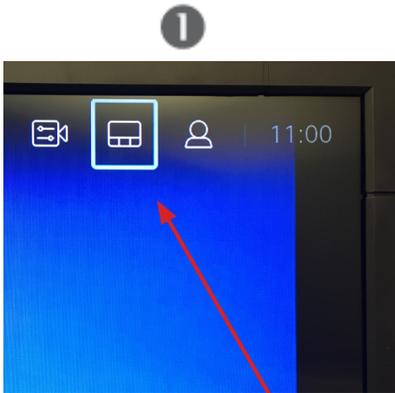
3 •You can show/hide selfview or maximize/minimize by selecting the applicable icon.
•Press the **Back** button on the remote to exit the camera controls.



4 Press **Back** to exit the menu.



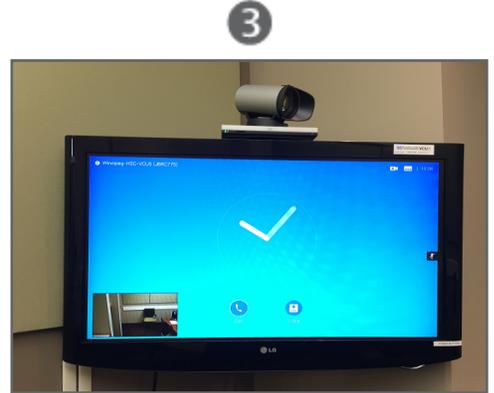
Move the PIP (Picture-in Picture)



- Navigate to **Layout** () in the upper right corner and press **OK**.
- The Layout icon will appear only when relevant.



- Arrow** down to select the box to be moved (box will turn blue).
- Use the **Arrow** keys to move the box to one of the predefined locations.
- Press **OK** when finished.



- The image will now assume its original size.

Note: this same process can be used to move the selfview box.

Microphone

Mute and Unmute the Microphone



Mute and unmute the microphone. (*Note: When you have muted the microphone you will see the mute icon on the screen.*) You can also press the button on the microphone itself.

Unmute (site *can* hear you: light on microphone = **green**)

Mute (site *cannot* hear you: light on microphone = **red**, the mute icon will remain onscreen until unmuted.)

Volume

Adjust the Volume



Press and hold the left side (-) of the Volume key to decrease the volume and the right side (+) to increase the volume.

(*Note: When using the camera control menu options, the +/- key is used to zoom the camera in and out. If you need to change your volume while in the camera control menu, press the **Back** button to exit the controls.*)

Site to Site Calls

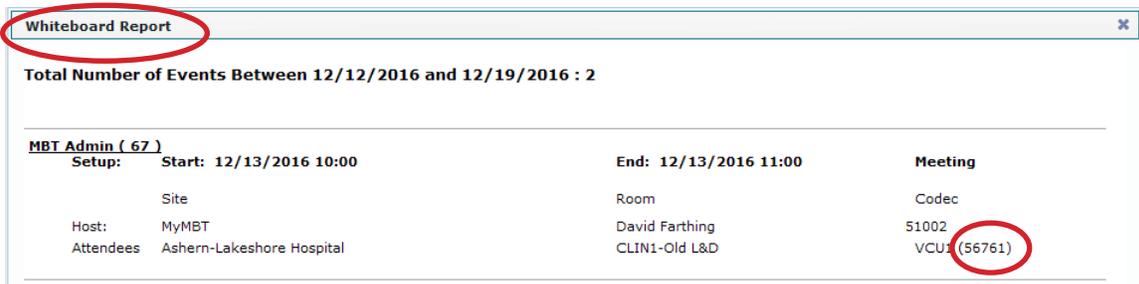
Connecting to an MBT Site

Connect to an MBT Site



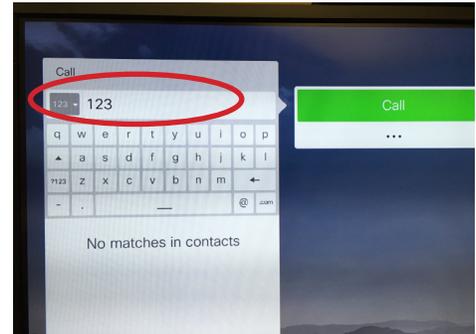
The Home screen should always be displayed prior to connecting to a site; if not, this may mean that a previous call was not disconnected. If you do not see the Home screen, press **End Call** to disconnect prior to connecting to your site.

- 1 •Locate the 5 digit number. This can be found beside the VCU# on the Whiteboard, Clinic List or Confirmation reports in iScheduler.



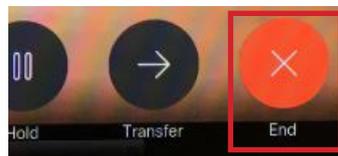
- 2 •Enter the 5 digit number using the keypad on the remote.
 - The number will appear onscreen as you type.
 - Use the **Back** button to backspace if you make an error.
 - Press the green **Call** button on the remote to place the call.

*Note: Use the arrow keys on the remote to scroll and access the **Favorites** or **Recents** tabs.*



•Press the red **End Call** button on the remote to terminate the call.

OR



•Use the **Arrow** keys to select **End** and press **OK** to terminate the call.



! **DO NOT** use **Add**, **Hold** or **Transfer**, these are not features used by MBTelehealth. You will encounter technical problems with audio/video if these are used.

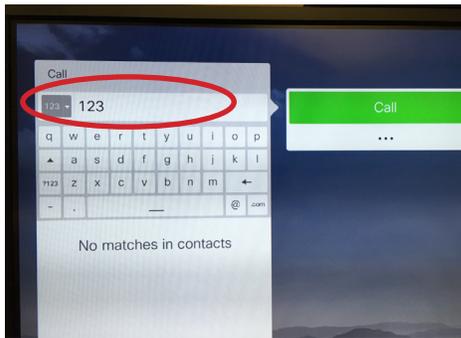


TIP If you accidentally disconnect your call, you can press the green **Call** button on the remote “twice” to redial.

Connecting to a site outside the MBT Network

Connect to a Site Outside the MBT Network

1



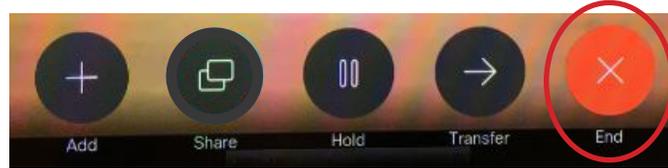
- Start typing the Dial in # you were given by using the keypad numbers on the remote.
- The number will appear onscreen as you type.
- Use the **Back** button to backspace if you make an error.
- Press the green **Call** button on the remote control to place the call.

2



•Press the red **End Call** button on the remote to terminate the call.

OR



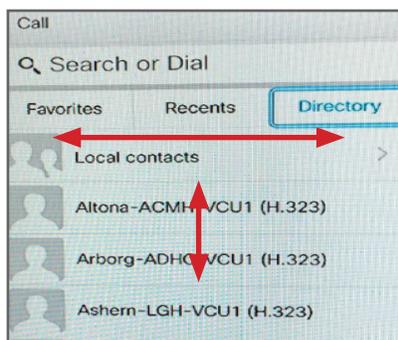
•Use the **Arrow** keys to select **End** and press **OK** to terminate the call.

Adding Favorites

You can add a site from the Directory or from the Recent Calls list to the Favorites list. The number will also appear under Local Contacts on the Directory tab. This is helpful for sites who would like to add their most frequently called sites from this particular equipment.

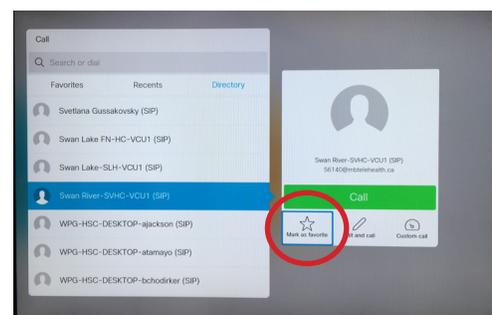
Adding Favourites

1



- Press the green **Call** button on the remote control.
- Use the **Arrow** keys on the remote control to go between **Recents** and **Directory** and then to go down in one of the lists.
- Press **OK** on the remote to select the entry and invoke the call menu.

2



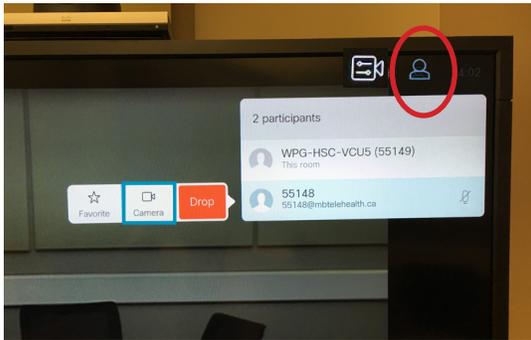
- Move the cursor down to select **Mark as Favorite**.
- Press **OK** on the remote control to make the selected entry a favorite.
(Note: Local contacts under the Directory tab contains sites that were previously marked as favorites and then un-marked as favorites.)

Far End Control: Site to Site

Taking far end camera control allows you to move the camera at the far end site. Before taking control, always request permission first. You may need to take far end camera control if the person on the other end is unable to operate their own camera.

Far End - Site to Site

1

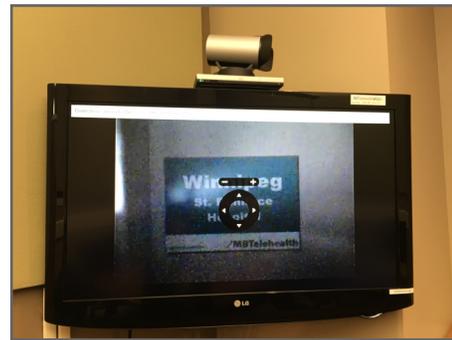


- Navigate to the **Participants** icon in the top right corner of the screen () and press **OK**. (You will now see a list showing your site and the other site.)

- Arrow down to select the other site in order to control their camera and press **OK**.

- Navigate to the **Camera** icon and press **OK** to invoke the camera controls.

2



- Adjust **Pan**, **Tilt** and **Zoom** as required using the keys on the remote.

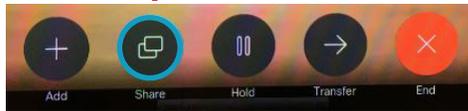
- Press **Back** or **OK** to exit far end control.

 **Do not press *Drop* or you will disconnect your call.**

Sharing Presentation: Site to Site

Share Presentation: Site to Site

There will be VGA/ DVI cable already plugged into the equipment. Plug the VGA end into your laptop and turn the laptop on.



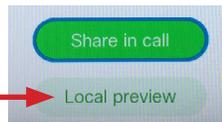
- Make sure your presentation source is connected and on.
- Press the **Back** button on the remote to display the onscreen menu items.
- Select **Share** and press **OK** on the remote control to share your presentation.



DO NOT USE Add, Hold or Transfer

- The size of the shared image is controlled by pressing the **Minimize** icon (select if required).
- Select **Share>Stop Sharing** and press **OK** on the remote when you are finished your presentation.

! **DO NOT USE** the Local preview option.



! If you are sharing a presentation during a call and have selected **Single** as the layout option, you will see a **+1** in the bottom right corner of the screen. This message is just a visual reminder that there is 1 participant that cannot be seen on the screen while this layout is in use.



TIP If your laptop does not display your presentation, press + keys on your keyboard and select **Duplicate**.



You may also need to change your resolution to 1280x720.

Sharing Content: Patient Camera - Site to Site

The GlobalMed TotalExam HD camera is the only patient camera that can be used with this equipment.

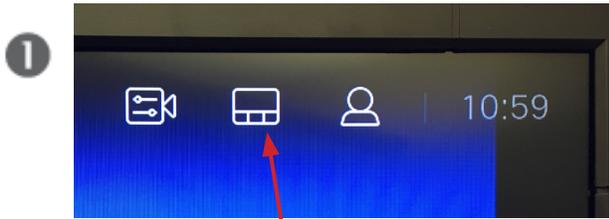
Sharing Content - Patient Camera Site to Site



- 1 Plug the AC adaptor into the POD and into an outlet.
- 2 Using the HD to VGA adaptor converter, plug the HD end into the back of the POD (use port to left of switches) and the other end into the VGA cable that's connected to the back of your mobile cart.
- 3 Using the HDMI-HDMI mini cable, plug the HDMI end into the front of the POD and the mini end into the end of the camera.
- 4 Press the small black power button on the front of the POD. The LED on the front of the POD will light up once both ends of the cables are connected.
- 5 Press the **Back** button on the remote to bring up the **Share** option and press **Share** and then **OK** on the remote control. (Note: Hold the camera with the buttons facing up; press FF to freeze the image.)
- 6 You should now see the patient camera image displayed on the video conference monitor. Select **Share>Stop Sharing** when you are finished.

Screen Layout: Presentation - Site to Site

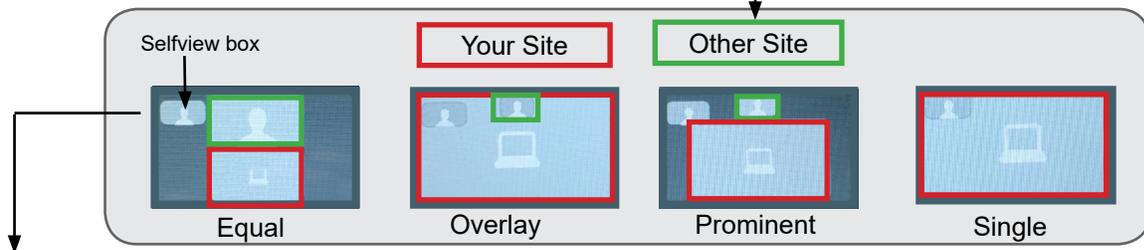
Screen Layout: Presentation- Site to Site



1 •Navigate to **Layout** () in the upper right corner and press **OK**. This icon will appear only when relevant.



2 •Use the Arrow keys to move horizontally to the new layout you would like to use and press **OK**. (see options below).



! If the selfview box is activated you can move the PIP around the screen: arrow down to select the selfview box, press **OK** on the remote and move it to the desired location. (refer to the *Move the PIP* section for more details.)

If you are connected to another piece of equipment that has dual video enabled they are able to see both of your feeds; both your camera view and your presentation and they will have full control over their own layout.

Multi-Site Event Calls (MCU)

Connecting to a Multi Site (MCU) Call

Connect to an MCU Call

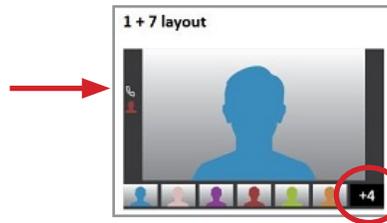


- Multi-site (MCU) sessions will be connected to the event automatically at the **scheduled start time**.
- If you are registered for the event and it is already in progress and you are **NOT** connected, you can join by using the connection information shown on the Whiteboard.
- MCU calls will be automatically disconnected at the **scheduled end time**.

Screen Layout: No Presentation - Multi-Site

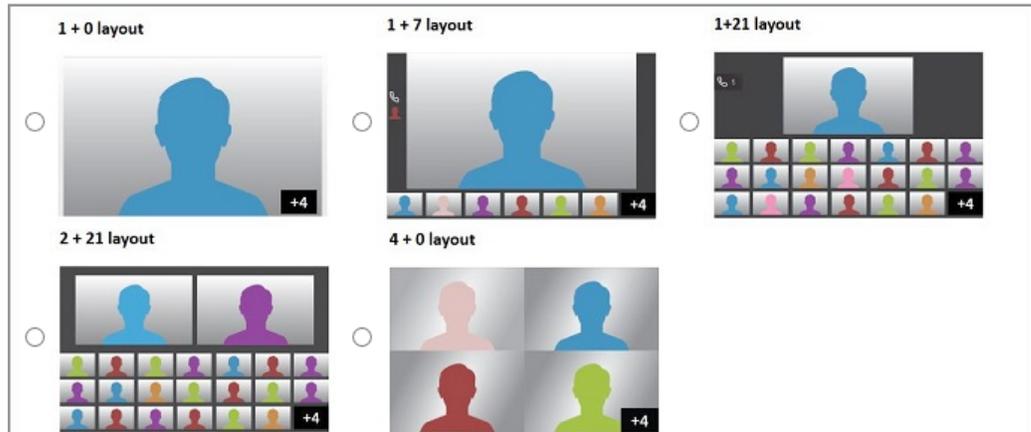
Screen Layout: No Presentation Multi-Site

This is the default layout you will see on your screen, unless another option was chosen by the host/presenter when the event was booked (see below).



The number indicates how many more sites are connected but are not shown on the screen.

These are the layout options available when an event is booked.



Sharing Presentation: Multi-site

Share Presentation: Multi-site

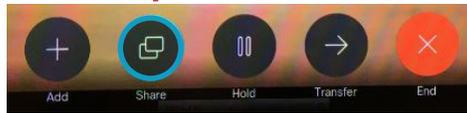
There will be VGA/ DVI cable already plugged into the equipment. Plug the VGA end into your laptop and turn the laptop on.



VGA Connector



2

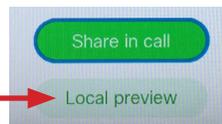


DO NOT USE Add, Hold or Transfer

- Make sure your presentation source is connected and on.
- Press the **Back** button on the remote to display the onscreen menu items.
- Select **Share** and press **OK** on the remote control to share your presentation.

- The size of the shared image is controlled by pressing the **Minimize** icon (select if required).
- Select **Stop Sharing** and press **OK** on the remote when you are finished your presentation.

! DO NOT USE the Local preview option.



! If you are sharing a presentation during a call and have selected **Single** as the layout option, you will see a **+1** in the bottom right corner of the screen. This message is just a visual reminder that there is 1 participant that cannot be seen on the screen while this layout is in use.



TIP

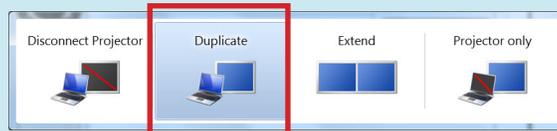
If your laptop does not display your presentation, press



+



keys on your keyboard and select **Duplicate**.

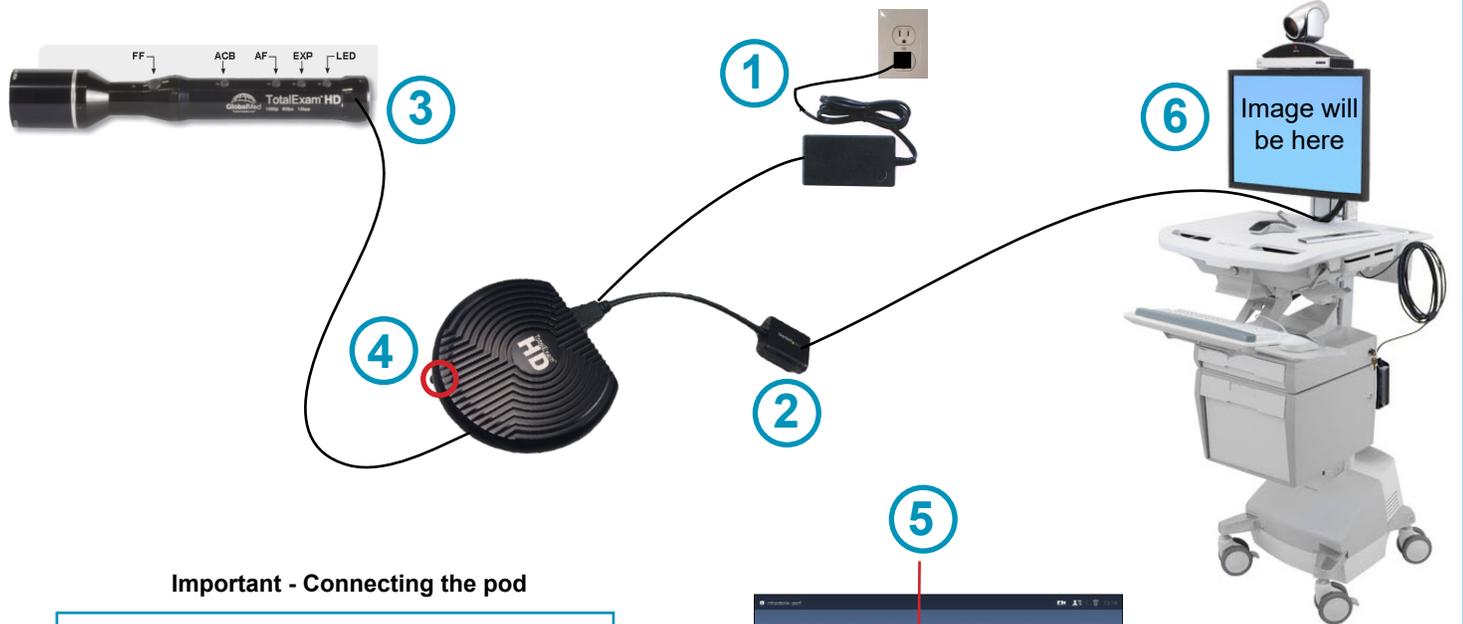


You may also need to change your resolution to 1280x720.

Sharing Content: Patient Camera - Multi-site

The GlobalMed TotalExam HD camera is the only patient camera that can be used with this equipment.

Sharing Content - Patient Camera Multi-site



Important - Connecting the pod

HD to VGA adaptor converter should be located in the box with your camera.

Tongue depressor attaches to the end of the camera.

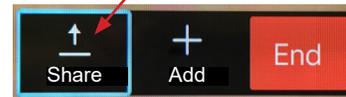


Only use the HDMI port to the left of the switches

Back of Pod



Make sure the 1st & 3rd switches are flipped up.

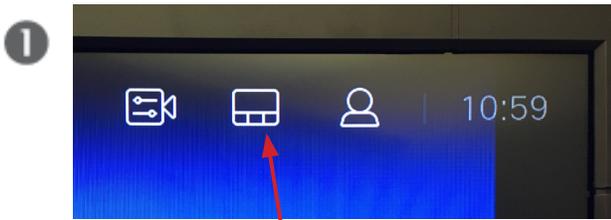


Sample equipment
(may be fixed or mobile)

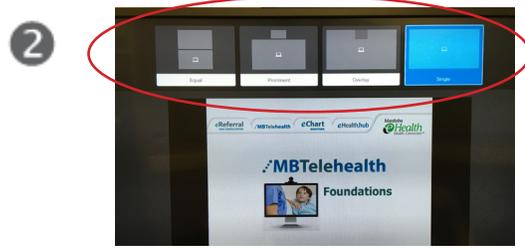
- 1 Plug the AC adaptor into the POD and into an outlet.
- 2 Using the HD to VGA adaptor converter, plug the HD end into the back of the POD (either port) and the other end into the VGA cable that's connected to the back of your mobile cart.
- 3 Using the HDMI-HDMI mini cable, plug the HDMI end into the front of the POD and the mini end into the end of the camera.
- 4 Press the small black power button on the front of the POD. The LED on the front of the POD will light up once both ends of the cables are connected.
- 5 Press the **Back** button on the remote to bring up the **Share** option and press **Share** and then **OK** on the remote control. (Note: Hold the camera with the buttons facing up; press FF to freeze the image.)
- 6 You should now see the patient camera image displayed on the video conference monitor. Select **Share>Stop Sharing** when you are finished.

Screen Layout: Presentation - Multi Site

Screen Layout: Presentation - Multi Site



1 •Navigate to Layout () in the upper right corner and press **OK**. This icon will appear only when relevant.



2 •Use the Arrow keys to move horizontally to the new layout you would like to use and press **OK**.



! If the selfview box is activated you can move the PIP around the screen: arrow down to select the selfview box, press **OK** on the remote and move it to the desired location. (refer to the *Move the PIP* section for more details.)

If you are connected to another piece of equipment that has dual video enabled they are able to see both of your feeds; both your camera view and your presentation and they will have full control over their own layout.

Receiving and Ending Video Calls

Receiving and Ending Video Calls

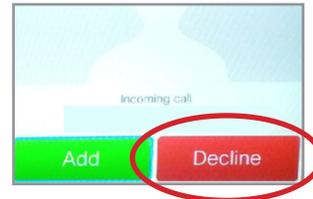
Receiving Calls

Your Cisco SX series with TRC6 Remote has been configured to **automatically accept all incoming connection requests**. This means that both site to site connections initiated by another site and multi-site connections will be automatically connected. *(note: Contact your FES to confirm if your particular equipment has been configured this way)*

You will hear a dial tone that indicates there is an incoming call and your microphone will automatically mute so that the connecting site cannot overhear what you are discussing. Once the connection is made, you will need to unmute your microphone so that the other site(s) can hear you.



If you are connected to a site (or a multi-site event) and another site dials into your equipment you will need to **Decline** the call. By default, Add is highlighted so you will need to arrow over to **Decline** and press **OK** on the remote.



Ending Calls

At the completion of every call, press **End** to disconnect.



- Multi-site (MCU) sessions will be connected to the event automatically at the **scheduled start 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.
- MCU calls will be automatically disconnected at the **scheduled end time**.

DUAL VIDEO ENABLED EQUIPMENT

Dual Video Enabled Equipment

Note: This information is only applicable for point to point calls when both units are using dual video enabled equipment.

Dual video allows users to display and view two different live video feeds simultaneously. For instance, you could view both the PC presentation as well as the person who delivers the presentation. With two video streams, the receiving site is able to control the layout of how they view each of the feeds.

If the connecting video system does not support dual video then no second video stream will be established for this system and the camera or PC presentation will be shown as the main video feed.

The only equipment that does not support dual video is the Tandberg 1700, Tandberg Edge 95 Mobile Cart and the Tandberg 880 MXP Mobile Cart.



TIP

If both pieces of equipment are dual video enabled then both sites are able to change their own screen layout by pressing **Layout** and selecting the desired option.

TROUBLESHOOTING

Audio Issues

Issue	Possible Cause	Resolution
Far end site unable to hear you	<ul style="list-style-type: none"> Your microphone is muted (red light is on) Your microphone is obstructed or too far from the person speaking 	<ul style="list-style-type: none"> Un-mute your microphone Check microphone and ensure it 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 is too low 	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Far end site monitor volume is too high 	<ul style="list-style-type: none"> Ask far end site to turn down the volume on their monitor
Echo or distortion at near end when people speaking	<ul style="list-style-type: none"> Far end microphone is situated too close to the monitor Speaker/volume is too high on far end monitor 	<ul style="list-style-type: none"> Ask to move microphone further away from monitor Ask far end site to turn volume down on their monitor

Video Issues

Issue	Possible Cause	Resolution
Picture is blank on the monitor	<ul style="list-style-type: none"> System has gone into "sleep" mode Monitor has been powered off Monitor input has changed 	<ul style="list-style-type: none"> Pick up the remote, system will reactivate in normal mode Turn the monitor on Check to see if the monitor input has been changed (using the select or input button on the TV Monitor)
Near-end site unable to hear or see the picture from far-end peripheral	<ul style="list-style-type: none"> Cables are not properly connected Share has not been selected or you have not pressed OK on the remote 	<ul style="list-style-type: none"> Check for correct input selection on remote control Check that output from laptop or patient camera are connected properly



NEED HELP?

If you are experiencing any problems with the videoconferencing equipment or have any questions, please contact the Service Desk for assistance:

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

ADDITIONAL TRAINING INFORMATION

For additional information on videoconference equipment visit www.mbtelehealth.ca or contact your Facilitator-eHealth Solutions.

VIDEOCONFERENCING ETIQUETTE

The following tips on videoconferencing etiquette will help prepare you for a successful session:

- ✓ Assume that people can see and hear you as the camera and microphone are always “Live”.
- ✓ Always check your selfview so you are aware of what will be displaying at the far-end site.
- ✓ Confirm that the other site can see and hear you and identify yourself and anyone else in the room.
- ✓ Speak directly towards the microphone and use your normal speaking voice.
- ✓ Try to avoid a lot of movement or shuffling of papers as this may affect the quality of the sound transmission.
- ✓ Due to the audio delay, pause for clients to ask or answer questions or when they have comments.
- ✓ Always ensure there are no further questions and that the client is aware of follow-up instructions before signing off.