

Telestroke Lifesize Videoconference System (RC1)

Getting set up for consultation and having the camera point where you want it.

Ensure the TV is plugged in and the socket switch is on.

If the VC unit is on, and it should not have been switched off, it should show blue lights on the base unit (upright in picture but probably flat under your camera) and on the camera. If the lights are not on check it's plugged in and the switch is on. Remove the lens cap - it just pulls off - if attached.



Turn on the TV monitor using its remote control, 'On' is normally the red button at the top.



Press the **OK** button on the silver (or grey) LifeSize remote. The camera should move and the screen should display something similar to the picture on the right.



If the picture on screen remains black double check the screen's powered up. If that's not the problem you may need to use the TV's remote or the **source** button on the TV itself to change the input source to **Component** or **RGB2** depending on the system.

You're now ready to change the camera position if necessary.



Press the **near** camera button and you'll see the room on screen. Use the **arrow** keys (around the OK button) and **zoom** keys (see right) to move the camera to get the patient and yourself in view, ready for the consultation. You should zoom in tight on the people present to allow the consultant to see the best picture.



The coloured buttons at the top of the remote operate the contextual options on the on-screen display (they change in usage so keep an eye on menu at the bottom of the page on display – see below).



Remember the remote's orange 'back' button will take you to the previous page if you think you may have made a mistake in set up at any stage.

You are now ready to link to the consultant

Receiving Calls



The LifeSize units are normally set to answer calls automatically but with the microphone muted. This means the only thing you have to do when a call comes in is unmute the unit. Use the central mute/unmute button to do so. If the consultant cannot hear you this is the most likely problem.



If you can't hear them clearly you may need to adjust the volume you hear in the room. To do this you'd use the volume + and – buttons, just to the left of the mute button on the LifeSize remote. You should not have to use not use the TV's remote¹.

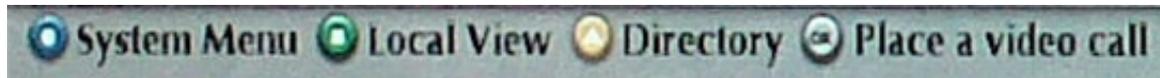
When your call is finished, and the consultant hangs up, your call will finish. If you need to hang up just press the OK button twice.

¹ If, after using the Lifesize remote's volume controls to turn up the room's volume, you are still experiencing trouble hearing the caller, it may be worth trying the volume button on the TV remote too.

Placing Calls

Directory Dialling - The best way to place a call is to use the directory already on the system. This should contain the numbers for most of the Stroke Network units.

On your start-up screen you'll see a menu at the bottom (see below) giving options which can be selected using the four coloured buttons at the top of the remote (the function of these buttons change depending on the page on view – keep an eye on the bottom of the screen to see what the functions are for the page you're on).



 Use the yellow button to access the directory (see right). Use the arrow keys (around the OK button) to select the entry you want. Press the OK button to start the call. When initiating a call your microphone will not be muted unless you choose to press the mute button.



If you happen to be in a bridged² call with a numbers of sites it is good videoconference etiquette to mute your microphone unless needing to be heard – the microphones are very sensitive and can easily pick up rustling paper.

Manual Dialling - Should you have to dial a number which does not appear in the directory³ you'll need to use the use the OK button on the remote to access the Place a video call menu. To clear any existing number in the dial field use the green backspace button then the number keys to type a new one. Once you  have the number typed in press the call button (left) to start the call. Don't forget that if the number you have been given is an ISDN number (it will look like a standard phone number e.g. 0131 200 2416 rather than a national dialling scheme number 520002416) you will probably need to prefix it with a 9⁴. Dialling ISDN numbers can take around 90 seconds to connect fully. They are less reliable than network connections (the 9-digit numbers beginning with a 5) and can often take more than one attempt.

To end your call you'll see from the bottom menu that you need to press the OK button. Once your call is complete please use the TV remote to power off the monitor. Leave the LifeSize unit on – it will sleep after about 10 minutes. Please replace the lens cover if it is present.

Troubleshooting

Can't be heard? 1st Your microphone may be mute. 2nd They may need to turn their volume up.

Can't hear the caller? 1st Their microphone may be muted. 2nd Try increasing your volume.

Can't connect? 1st Double check the number and try again. 2nd If dialling ISDN you must dial a 9 first (the call may then take 90 seconds to connect fully). 3rd Ensure the unit's IP cable is securely located in the correct network port (if this is incorrectly connected you'd probably see a yellow warning triangle at the bottom of your home screen).

None of the above works?

Room contact: Hopefully there will be a how-to similar this in the room you're using with specifics for your location.

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- 2 To have three or more sites in a call at once you'll need to pre-book a virtual meeting room for everyone to dial into beforehand – email video.bookings@luht.scot.nhs.uk or all dial into the Telestroke Virtual Meeting Room which should be on your system's directory if it is a Stroke Network one.
 - 3 If you've searched the directory and can't see the number you require use the orange return button at the top right of the remote to get back to your home screen.
 - 4 Most NHS authorities need a 9 for an outside line but not all – please check.