

## National Video Conferencing Service

Email: [vc.support@nhs.net](mailto:vc.support@nhs.net)  
Telephone: 01224 816 666

### Cisco DX70: Setting up for care home use <sup>v1.2</sup>

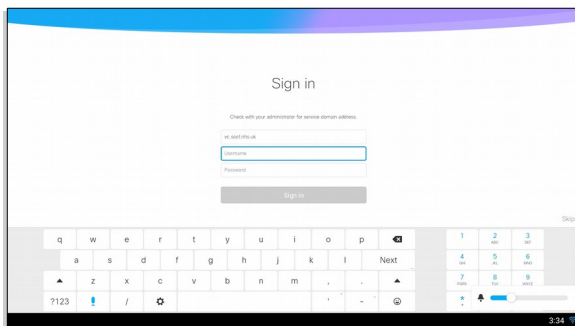
Your DX70 is able to connect to NHS Scotland's video conference infrastructure through a standard broadband connection. We recommend linking the unit to your router using a network cable to receive the best connection however the unit can connect via wi-fi too. Please note, the quality of signal you receive and therefore video quality can diminish rapidly the further your system is from your wireless access point.



Please contact [vc.support@nhs.net](mailto:vc.support@nhs.net), supplying the unit's MAC address e.g. 1C6A7AE09V47 (found on the rear of the unit, by the base on a DX70 or under the flap for a DX80) for a username and password. You will also be sent a 4-digit PIN number to be used to unlock the screen. These are required for the initial stages of setup.

1. Attach the power pack to the unit and network cable between the unit and your router (if you intend to use a wireless connection please note the SSID and passcode you will require) then power on.

2. If you are connected by network cable your first screen will ask you to sign in. If no network cable is



attached, because you intend using a wireless connection, you will be asked to choose your network and enter the wireless password. As soon as you tap on the box asking for Service Domain an onscreen keyboard will appear.

The Service Domain is **vc.scot.nhs.uk**. Add the username and case-sensitive password supplied by the NVCS support desk and tap Sign In.

3. You'll then be greeted with a Welcome screen. Please tap the **Get Started** button.

4. Tap **Don't Allow** when asked about WebEx Meetings.

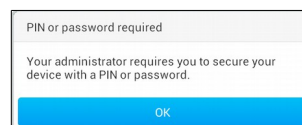
5. Tap **Skip** (bottom RHS of screen) when asked about Finding the right people with Jabber.

6. Tap **Skip** when asked about voicemail.

7. Tap **Skip** when asked about contacts and calendars.

8. Tap **Continue** when you reach a screen saying you are all signed in.

9. When asked for a PIN tap **OK** and on the following screen tap **PIN**, enter the 4-digit PIN you received in your email from [vc.support@nhs.net](mailto:vc.support@nhs.net) and tap **Continue**. You'll be asked to enter the PIN a second time. Do so and tap **OK**.



10. Your system will now link to our network, will be automatically configured to work with our other units and will download any necessary firmware and software updates. Your system is now ready to make and receive video calls. You will see your system's name and its dial-in number at the bottom LHS of your screen.

11. Now, please set up the default home page on the browser to allow the collection of service evaluation data from the unit's users.

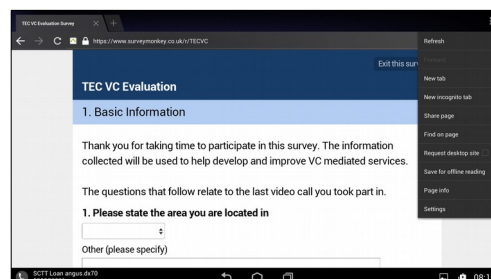
a. Tap the Apps button (six white dots) at the top right hand corner of the screen then Tap the Browser icon.



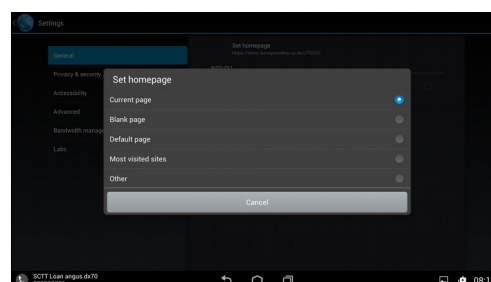
b. Once open, navigate to <https://www.surveymonkey.co.uk/r/TECVC>



c. Tap the browser menu button in the top right hand corner (three square dots) and select Settings (last item).

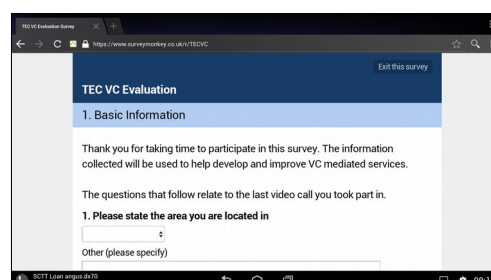


d. Under the General section, tap Set homepage.



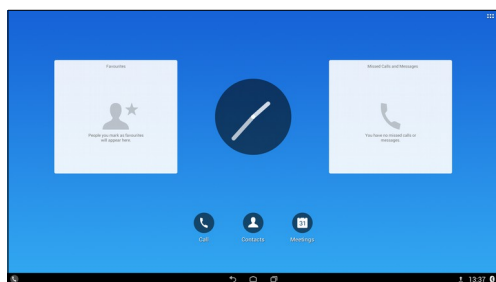
e. Then Select Current page.

f. Exit the browser and test by opening it again.



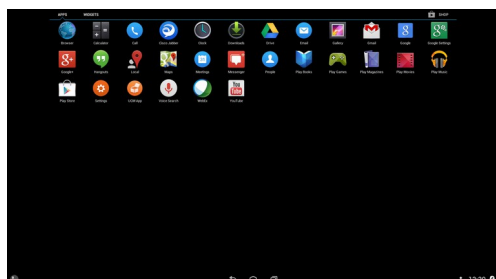
# Setup Troubleshooting

If you don't see the initial Sign In screen:

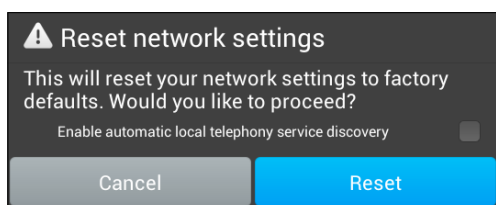


You'll probably see the Welcome screen with the Get Started button mentioned in setup item 3. Follow instructions 3 through 8 (and 9 if asked for a PIN). Your system should eventually look like the screenshot to the left.

At the top right-hand corner you'll see 6 small dots. Tap the **Dots** to access the inbuilt settings and apps.



Tap the orange and white **Settings** icon



The first menu you see on the LHS of the screen is Wireless and Networks. Tap **More...** then tap Reset Network Settings from the RHS menu. Make sure the small tick box for "Enable automatic local telephone service directory" is **empty** and tap **Reset**. Follow the setup instructions overleaf from 3 again