Polycom HDX Reference Guide

Equipment Components

Camera 	The camera is usually located at the top of the equipment and is what captures the video feed that is transmitted to other videoconference systems that are connected to the event. For both clinical carts and room-based systems, the camera can be controlled by using the arrows on the remote control.
Codec 	The codec is the main brain of the system controlling the camera, monitor and any other medical peripherals plugged into the system. **If the codec is switched off, then no videoconferencing is possible.** The codec derives its name from the functions that it serves. It both codes video signals that are sent to the other sites as well as decodes video signals that it receives from the far site.
Monitor 	The monitor is purely a display screen and works in conjunction with the codec. Consequently, it is important to emphasize that if the codec is turned on, then the monitor should be turned on as well. This ensures that if someone connects to an event early, you will be able to see them on the monitor. **Please note that turning off the monitor does not turn off the system.**
Microphone 	The microphone has a range of 20 to 25 feet. The microphone is extremely powerful and can pick up peripheral sound such as whispering, tapping pens, and swiveling chairs. Ideally, the microphone can be placed underneath the monitor or at the end of a table. **Never place the microphone directly in front of the monitor speakers as this will create audio feedback**.
Network and Power 	**The network cable must be plugged into a dedicated OTN jack.** If you plug the network cable into a regular network jack, then the system will not function. Consequently, you need to know precisely where the OTN jacks are located before moving the system to different locations. For the clinical cart, use the Uninterrupted Power Supply (UPS) to power the system entirely on or off. For a room-based system, use a surge-protected power bar.

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1. **Plug the power cable** into the power outlet in the wall.

2. **Plug the network cable** into the network outlet in the wall. The network cable must be plugged into the OTN dedicated network outlet.

3. **Verify that the Power is turned On.** The power bar supplies the whole system. You can turn off your system here at the end of your session.

4. **Verify that the monitor is on.**

5. **Verify that the codec/camera is on** by checking the switch on the front of the tower or by pressing the power button at the top of the remote control.

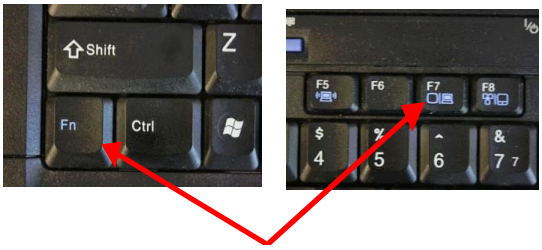
6. **Pick up the remote control.**
   Unmute your videoconferencing sound by pressing the orange “Mute” button located in the center of the remote control.

Polycom HDX Remote Control

Hooking up your Laptop and Content Sharing

1. **Connect the presentation cable** from the videoconference system to the laptop

2. **Power on your laptop/computer**.



3. **Press the same keys** you would use when displaying your desktop through a projector, usually one of the following combinations: Fn+F4 (or) Fn+F7 (or) Fn+F8 or Windows + P

4. **To display the laptop:** Press the **Content** button on the remote control.

5. **To return to the camera view:** Press the **Content** button on the remote control.

BEST PRACTICE

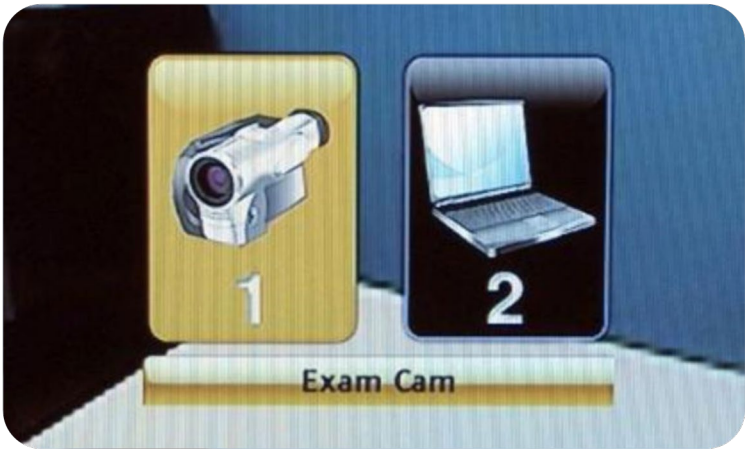
Make sure to switch between the laptop and camera view for more interactive presentations.

TROUBLESHOOTING

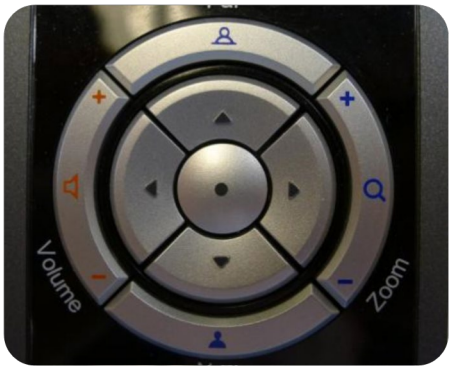
If the laptop still does not appear on the screen, you need to change the resolution of your computer. Select 1024 x 768 for the best results.

Note: For the Polycom HDX 7000 equipment there is the added step of selecting the appropriate peripheral device.

1. When you press the **Content** button, you will have two options that include camera and laptop.



2. Navigate to the second option by using the right arrow on the remote control. Select the laptop by pressing the enter button (circular button with a dot).

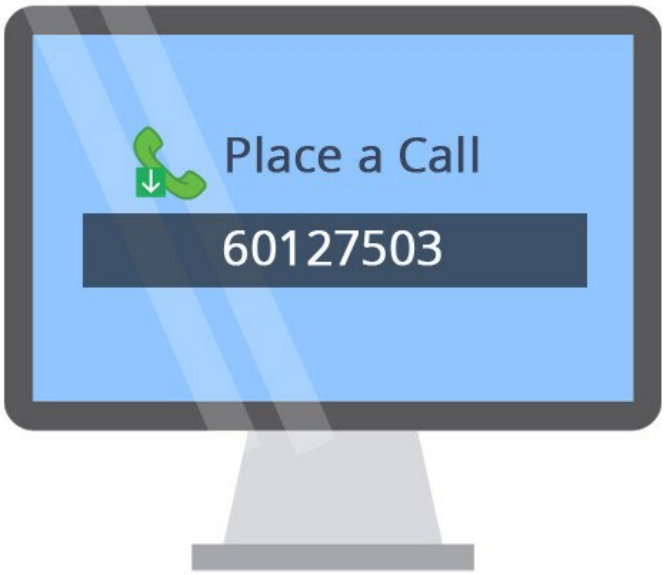


3. To return to the main camera, press the **Content** button and use the remote control arrows to navigate back to the camera selection. Once again use the enter button to select the main camera.

Connecting or Reconnecting using the Remote Control

If you have been disconnected from an OTN event in progress or you are joining a scheduled event, please follow these simple steps to be connected:

1. Ensure your video system is **turned on.**
2. **Mute** your microphone.
3. Press the **Call** button on the remote control to bring up the “Place a Call” search field on your video screen.
4. Using the remote control, enter the **Event ID** number and then press the Call button to join the event.



Equipment Troubleshooting

The system doesn't work / won't power up

- Ensure that the system is plugged into the power outlet.
- Verify that the network cable is plugged into the appropriate port in the wall.
- Check that the cables are securely plugged into the back of the codec.
- If the problem persists, contact Ontario Health (OTN) at 1-855-654-0888 for technical support.

I cannot connect to a site

- Ensure that all cables and plugs are securely plugged in.
- Check that you have the correct site selection.
- If the problem persists, contact Ontario Health (OTN) at 1-855-654-0888 for technical support.

I cannot hear the other site

- Ensure that the other site has un-muted their microphone.
- Verify that the other site has positioned their microphone correctly.
- Check that your site has its volume turned up.
- If the problem persists, contact Ontario Health (OTN) at 1-855-654-0888 for technical support.

I hear echoes when I am speaking to the remote site

Echoes are always caused by the far site in a call. Have the far site decrease the volume and make sure that their microphones are placed away from the system and monitor speakers.

I cannot see the other site

- Verify that your monitor is turned on and the privacy shutter is opened.
- Make sure that the other site has their camera positioned correctly.
- If the problem persists, contact Ontario Health (OTN) at 1-855-654-0888 for technical support.

My monitor is displaying black and white (no color)

Check that all cables and plugs are securely plugged in at the back of the codec.

The session was interrupted and connections lost

- Keep system on, attempt to reconnect.
- If the problem persists, contact Ontario Health (OTN) at 1-855-654-0888 for technical support.

My screen is dusty and has finger marks on it

- Clean with a damp cloth after turning off the monitor.
- To keep the system looking brand new, periodically clean it with a mild detergent solution.
- Never use strong solvents such as thinner or benzene, or abrasive cleaners since they will damage the cabinet.
- As a safety precaution, unplug the system before cleaning it. Never attempt to sterilize this unit. If the system must be used in a sterilized environment, use suitable protective covers.

Technical Support

When to call for Technical Support

Contact your organizational IT staff or Telemedicine Coordinator when:

- ✓ Your internet is down.
- ✓ Network cable is broken or missing.
- ✓ You cannot find the remote control.
- ✓ You do not know which network jack to plug into.

Contact Ontario Health (OTN) Service Desk when:

- ✓ Call does not connect
- ✓ Video camera problems
- ✓ Call quality is poor
- ✓ Call drops and you are unable to reconnect

Support Hours: Mon – Fri 7:00 AM to 6:00 PM Please Call: 1- 855-654-0888.

Appendix

Best Practice Guidelines