

# Polycom Group Series

## Equipment Components

<p><b>Camera</b></p> 	<p>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.</p>
<p><b>Codec</b></p> 	<p>The codec is the main brain of the system controlling the camera, monitor and any other medical peripherals plugged into the system. <b>If the codec is switched off, then no videoconferencing is possible.</b> 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.</p>
<p><b>Monitor</b></p> 	<p>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. <b>Please note that turning off the monitor does not turn off the system</b></p>
<p><b>Microphone</b></p> 	<p>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. <b>Never place the microphone directly in front of the monitor speakers as this will create audio feedback.</b></p>
<p><b>Network and Power</b></p> 	<p><b>The network cable must be plugged into a dedicated OTN jack.</b> 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.</p>

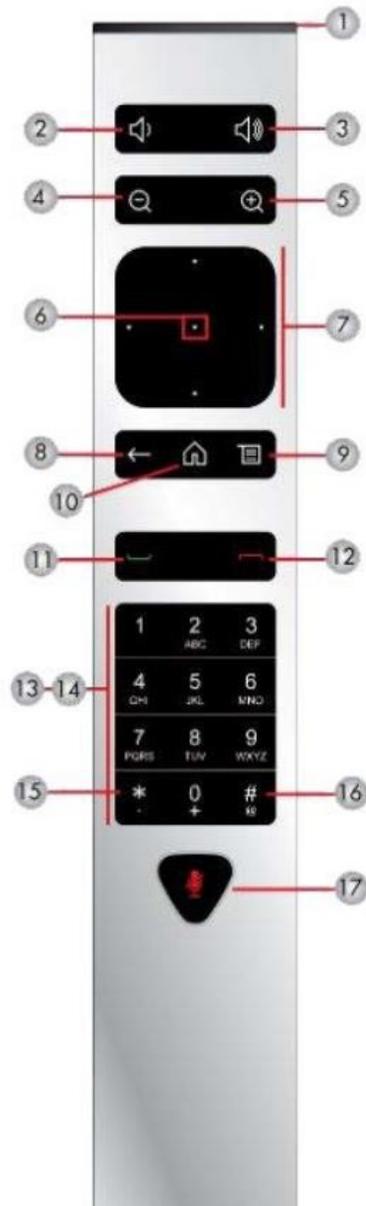
# Polycom Group Series Reference Guide

- 1. Ensure that the power cable** is plugged into the power outlet in the wall.
- 2. Confirm that the network cable** is plugged into the network outlet in the wall. The network cable must be plugged into a dedicated OTN network outlet.
- 3. Verify that the power bar** is turned on. The power bar supplies the whole system and you can turn off your system here at the end of your session.
- 4. Ensure that the monitor is on.** If you cannot see the camera view, you may have to switch the video source.
- 5. Check that the codec/camera is on** by checking the LED light at the front of the codec.
- 6. Pick up the remote control** and unmute your videoconferencing sound by pressing the "Mic Off" button on the remote control.



# Polycom Group Series Remote Control

- 1 LED IR emitter
- 2 Decrease speaker volume.
- 3 Increase speaker volume.
- 4 Zoom camera out.
- 5 Zoom camera in.
- 6 Press center **Select** button to select highlighted menu item.
- 7 Navigate through menu items using the Up, Down, Left, and Right buttons; pan/tilt the camera.
- 8 Delete letters or numbers or go back to a previous screen.
- 9 Display the Menu screen.
- 10 Return to the Home screen.
- 11 Place, answer call.
- 12 End, reject call.
- 13 Enter letters or numbers.
- 14 In camera control mode, move the camera to a stored preset or press and hold a number to store a preset.
- 15
  - Generates an asterisk if the cursor is in a text field.
  - Generates a period if the cursor is in a numeric field.
- 16 Generates dual-tone multi-frequency (DTMF) tones. Press #, followed by DTMF keys to send.
- 17 Mute or unmute a microphone.



## Extron Box and Kramer Video Switcher for Peripheral Devices



**The Extron box enables you to select a specific video input.** For peripheral devices, please ensure that **number 1** is selected. For computers or laptops, confirm that **number 4** is selected. At this point, you can use the **Presentation** button on the remote control to switch between the main camera and your presentation.



**The Kramer video switcher enables you to select different medical peripheral devices.** Always confirm that the **number 1** is selected on the Extron box before using. Use the **Presentation** button on the remote control to switch between the main camera and the selected peripheral video source.

# Hooking up your Laptop and Content Sharing



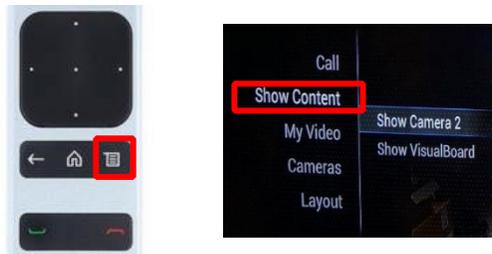
1. **Connect the presentation cable** from the videoconference system to the laptop



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 menu button on the remote control and choose the **Show Content** option and select the content you would like to share from the list of results.

5. **To return to the camera view:** Select **Show Content** and **Show Camera** from the menu.

## 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.



## Content Sharing

Click the menu button from the remote control and choose the **Show Content** option. At this point select the content from the list of results that you would like to share. To stop sharing content, select **Show Content** and **Show Camera** from the menu.

## Stop My Video

To stop sharing the cameras video stream for privacy reasons, press the menu button and navigate to the **My Video** option. Now select the **Camera Off** option. The other sites will be unable to view you anymore. Select **My Video** and **Camera On** from the menu to return to broadcasting the video stream.



## Presets

To save a preset, press the Menu button and navigate to the **Cameras** and then **Presets** using the navigation on the remote control. Frame the camera to the desired position and then press and hold a number to store a preset. Within a few seconds a message will appear on the screen indicating that a snapshot is being taken. Press the Home button to return to the main display screen. If you now move the camera somewhere else and tap the number of the previously saved preset, the camera will move back to the saved camera positioning.

## Layout

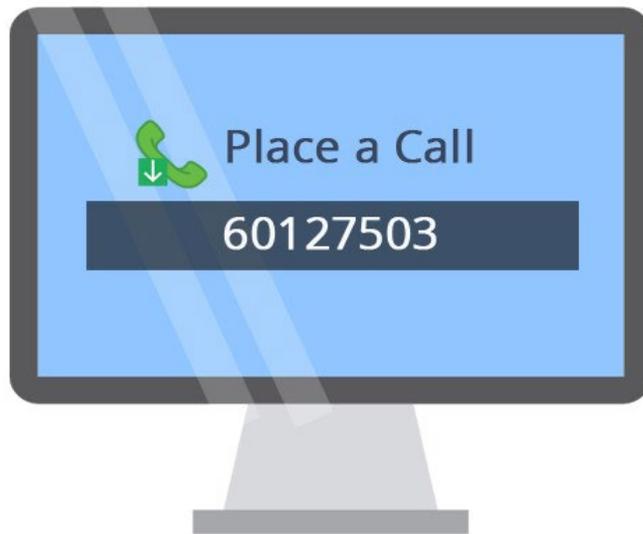
You can view the self-view window, by pressing the menu button and navigating to Layout option. Choose from an assortment of screen layouts that incorporate the self-view window in various positions and sizes. To hide the self-view window, navigate to the Layout option and select the single rectangle.



# 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