

# User Guide

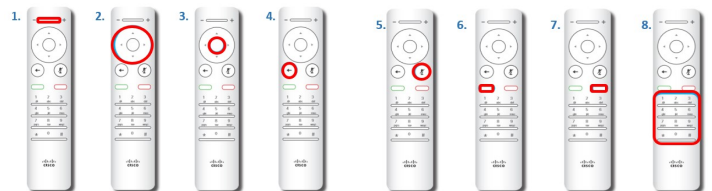
# Cisco SX10, SX20

## Turning On/Waking up the Telehealth System

- To turn on the system, press the **'Power'** button on the remote control. Ensure Cisco system white light is on.
- To wake up the Telehealth system, press any button on the remote.
- If the systems does not turn on/wake, ensure the TV is on the appropriate input.
- If you see the system name appear at the top of the screen the system is online.
- If you see **'No Network Connection'** at the top of the screen the system is offline. Please contact your regional technical support to resolve any connectivity issues.

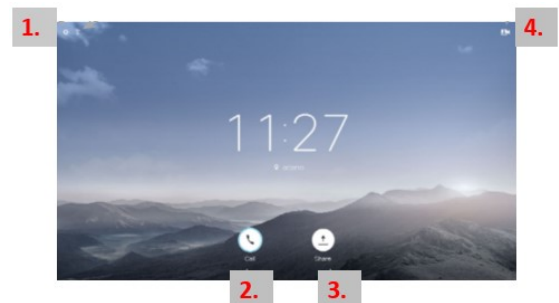
## The Remote

1. Decrease/Increase volume.
2. Parameter keys which move the cursor left/right/up/down.
3. OK/Enter.
4. Go back one step.
5. Microphone mute/unmute.
6. Go back/Call button/Accept incoming call.
7. Reject incoming call/End call/Cancel/Go back to Home screen.
8. Keypad: used to dial.



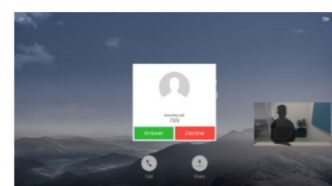
## The Home Screen

1. The **'Settings'** icon provides access to Standby mode, System Information and the Do Not Disturb feature. When set to **'Do Not Disturb,'** ringtones and call attempts made by others to reach you will appear as missed calls. You may, however, place a call. While in **'Do Not Disturb,'** the system will return to normal operation after 60 minutes.
2. The **'Call'** icon is located to the left in the lower part of the display.
3. The **'Share Content'** icon is located to the right in the lower part of the display.
4. The **'Camera Control'** menu is located in the upper right corner of the display.



## Receiving a Call

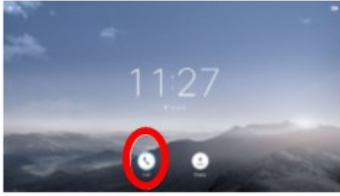
- If someone calls you, you may accept or decline the call. If you decline the call, a message stating that the unit is busy will be sent to the caller. You may also use the call keys located below the circular buttons on the remote control to accept/decline a call (**green**=accept, **red**=decline).



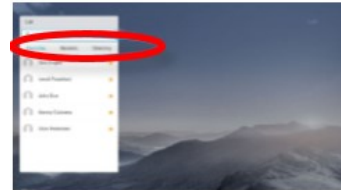
## Placing a Call

### 1. Placing a call using 'Search or Dial'

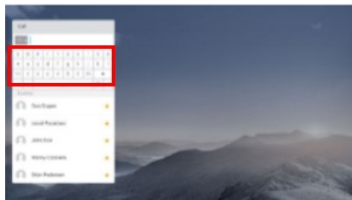
**A.** Select 'Call' and press 'OK' on the remote control or press the green 'Call' button on the remote control.



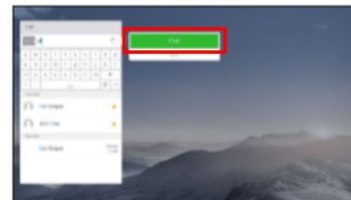
**B.** Use the up Cursor key to select the 'Search or Dial' field at the top of the menu. Press 'OK.'



**C.** To enter the dialing address, press the corresponding keys on the remote control. To invoke the virtual keyboard, use the left arrow cursor key on the remote control. You may now move about the virtual keyboard and select characters. Press 'OK' to select a character. To access numbers click '123' and then 'OK.'



**D.** Once your dialing address has been entered, press the green 'Call' button to place the call.



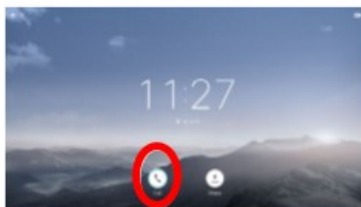
### 2. Placing a call from 'Contacts,' 'Favorites' or the 'Directory'

**Favorites:** contacts that have been saved by you. This list includes contacts you call frequently.

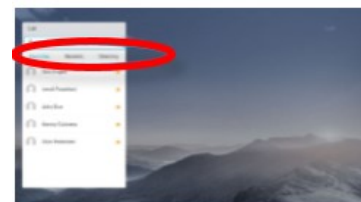
**Directory:** contacts from all Regional Health Authorities and NLCHI.

**Recents:** list of calls you have previously placed, received or missed.

**A.** Select 'Call' and press 'OK' on the remote control or press the green 'Call' button on the remote control.



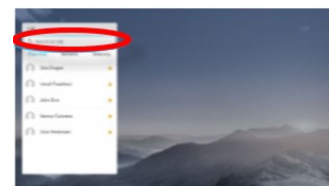
**B.** When the contact list appears, use the horizontal cursor keys on the remote control to go between 'Favorites,' 'Recents' and 'Directory' (horizontally) and then down in one of the lists.



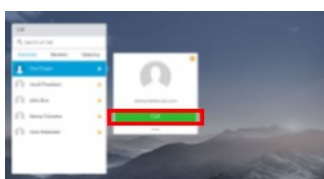
**C.** Once an entry has been located, press 'OK' on the remote control to invoke the 'Call' menu.



**D.** Narrow down your search by typing the part or all of the system name or location in the 'Search or Call' bar.



**E.** Then press 'OK' or the green 'Call' button on the remote control to place the call.



## Changing Call Display Options

### 1. Self View

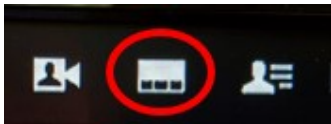
A. Go to the camera icon in the top right corner of the screen and press 'OK.'



B. Select the push pin icon and press 'OK.' To turn off self-view press 'OK' on the push pin again.



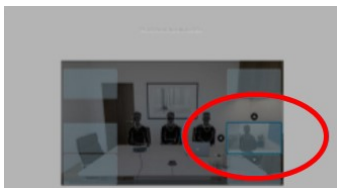
C. To change the position of the self-view window, go to the 'Layout' icon in the top left corner of the screen and press 'OK.'



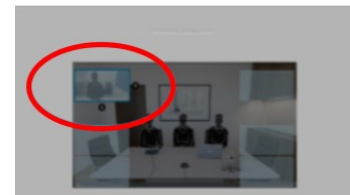
D. The layout menu will now appear. Press the down arrow on the remote control to navigate to the self-view image.



E. The self-view image will now turn blue to show that it has been selected. Click 'OK' on the remote control. Arrows will now appear to indicate that the self-view image can be moved. Possible new locations are indicated.

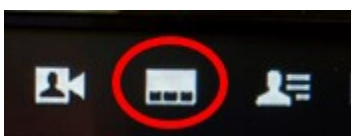


F. Use the arrow keys on the remote control to move the image and press 'OK' when finished.

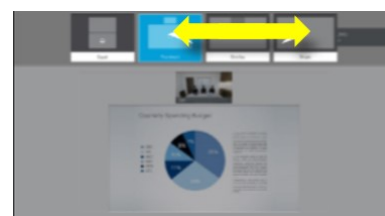


### 2. Change Call Layout

A. Navigate to 'Layout' in the upper right corner and press 'OK' on the remote control. The icon below will appear only when relevant.



B. Use the horizontal arrow keys on the remote control to move horizontally to the new layout you would like to use and press 'OK' to select a layout.

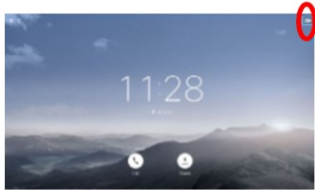


### 3. Camera Control

While on a call, there may be capability to control the camera on both sides of the call. Camera control on your side of the call is called **'Near End'** and on the other side of the call is called **'Far End.'**

#### A. Near End Camera Control

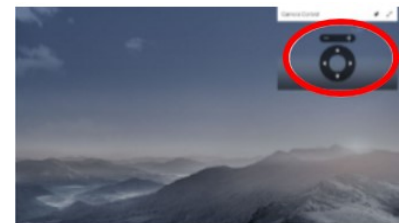
i. While on a call or not on a call (as shown here), move the cursor up to the upper right corner to the **'Camera'** icon. Press **'OK'** on the remote control.



ii. The **'Camera'** icon will now appear. Press **'OK'** again on the remote control.

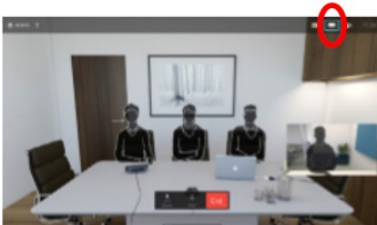


iii. You may now adjust the pan, zoom and tilt of the camera. Use **'Increase'**/ **'Decrease'** controls on the remote control to adjust the zoom and the cursor controls to adjust the pan and tilt. Press **'Back'** to exit the menu.



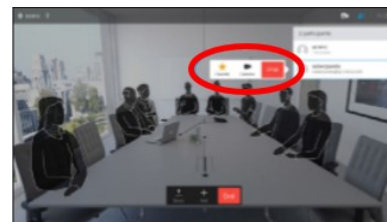
#### B. Far End Camera Control

i. Navigate to **'Participants'** in the upper right corner and press **'OK'** on the remote control. A list of the participants will then appear.



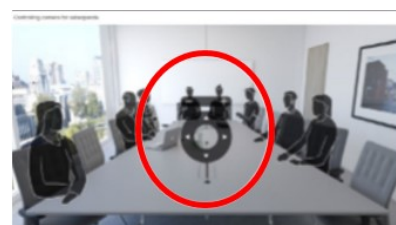
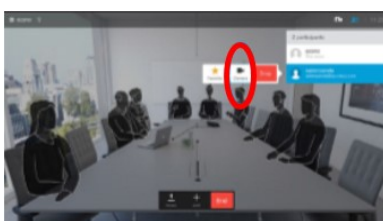
ii. A menu showing a list of the participants on the call will now appear. Navigate to the participant whose camera you want to control and press **'OK'** on the remote control. A submenu will now appear.

**Note:** if you select **'Drop'** that participant will be disconnected from the call.



iii. To control the far end camera, navigate to **'Camera'** and click **'OK'** on the remote control.

iv. Adjust the pan, tilt and zoom and use **'OK'** or **'Back'** on the remote control to exit.



## Changing Call Audio Options

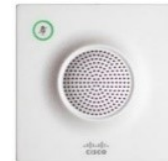
**A.** To adjust the volume, use the '+/-' button at the top of the remote control. Ensure the TV volume is appropriate using the TV remote control.

**Note:** You cannot adjust the volume while adjusting camera control.

**B.** To mute the microphone so that others cannot hear you, press the mute button on the remote control or microphone itself. The button on the microphone will be **red** when muted.

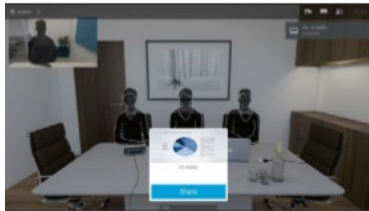
Press either button again to unmute. The microphone button will be **green** when unmuted.

**Note:** Other participants cannot hear you while you are muted, they are still able to see you.



## Sharing Content

**A.** During a Telehealth call you may want to share a document or presentation. To do this, make sure your presentation/documentation source is connected and on. You may need to select '**Share**' (located in the center bottom of the screen, if it appears) and press '**OK**' on the top remote control.



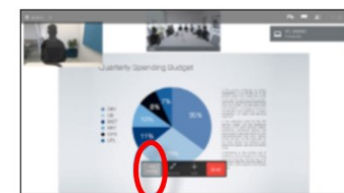
**B.** Your source will now be shared.



**C.** The size of the shared images is controlled by means of the '**Minimize/Maximize**' field which appears along the bottom of the display (number two from the left). Select this and press '**OK**' on the remote control, if needed.

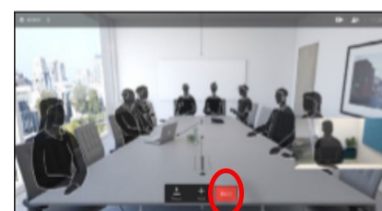


**D.** To stop sharing content, select '**Stop sharing**' (which appears along the bottom of the display, number one from the left) and press '**OK**' on the remote control.



## Ending The Call

To leave or end the call, press the **red** '**End Call**' button on the remote control or use the cursor keys to select '**End**' and then press '**OK**' to end the call.



**If you have technical difficulties with your call, please contact your regional help desk.**