Using the Remote Control

Place or answer a call
Adjust the camera; navigate through menus
Return to the Home screen
Increase or decrease the sound you hear from the far site(s)
Mute the sound you're sending to the far site(s)
Zoom the camera image in or out
Select a camera or other video source
Display the onscreen keyboard so you can enter text
Start and stop sending content to far sites; clear snapshots sent by the far site

End a call
Open the Directory so you can make a call or work with an entry
Confirm your current selection; perform functions on highlighted items
Return to the previous screen
Toggle between controlling the near-site and far-site cameras
Show, move, or hide the Picture-in-Picture (PIP)
Store camera positions (when followed by a number); delete all stored camera positions
Enter a dot in an IP address
Delete letters or numbers
Enter numbers or text; move the camera to a stored position
Access the online help; access Technical Support if your organization uses the Global Management System™

Placing a Video Call

Entering a Name or Number
1. Enter the ISDN number, system name, or IP address.
   To enter text, press Keyboard on the remote control to access the onscreen keyboard.
2. Press Call on the remote control.

Using the Directory
1. Press Directory on the remote control.
2. Find the site you want to call:
   - Use the arrow buttons to scroll to the name you want to call.
   - Use the alphabet tabs to move through the Directory and scroll to the name you want to call.
   - Spell the first or last name using the number buttons on the remote.
   - Press Keyboard on the remote control to use the on-screen keyboard to spell the name.
   - Press Call on the remote control.

Using the Contacts, Speed Dial, or Recent Calls Lists
1. Select Contacts or Speed Dial and press on the remote control.
2. Select the site you want to call.
3. Press Call on the remote control.

Answering a Call

Press Call on the remote control.

Ending a Call

1. Press Hang Up on the remote control.
2. Confirm that you want to hang up.
HELPFUL CONTACT NUMBERS:

Troubleshooting Hotline:

**College of Medicine HELP DESK 215-762-1999**

Please call this number in case of problems with the actual video unit. These may include, but are not limited to:

- Unit will not power up,
- Unit will not Connect,
- Unit will not send data from a laptop

When Calling the Help Desk, please include the following information:

- Your Name,
- Your Location (including Room Number)
- Video Unit name (if unit is powered on)
- Video Unit IP Address (if unit is powered on)
- The Above information for the Video unit you are trying to connect to
- Detailed Description of the problem

VIDEO CONFERENCE SETUP TUTORIAL:

- Connect the LAN cable to the network jack
- Plug in the Power strip
- Check to make sure that everything is turned on, This includes the TV, and the camera unit.
- The camera on top of the TV should now have a green light in the front that blinks to show there is power. If this is not the case, please check the back of the camera unit and turn the on/off switch to the other position. If the unit does not power up, please call the Help Desk.
- Turn on the TV by pressing the button on the front labeled Power if the TV is not already on.
- When the unit is no longer in use, please turn off the TV, and simply unplug the power strip from the wall instead of powering down the camera from the back. Then unplug the LAN cable and move the Video unit to its proper storage place.

Sharing Documents from the Laptop

When you share content in a videoconference, everyone sees the content at the same time, just as they would in a face-to-face meeting. A conference can have only one active content source at a time. When you send content, it replaces any content previously sent by other sites.

Please make sure the laptop is connected to the Visual Concert box with the VGA cable provided (already connected to the Visual Concert box) and with the LAN cable (if needed).

**To send the laptop content to the far site(s) and to the projector (if one is connected):**

- Press the purple play button (right facing triangle) on the Visual Concert.

The content is sent to the other sites in the conference, as well as to the projector, if one is connected to the Visual Concert.

**To stop sending content:**

- Press blue stop button (square) on the Visual Concert.