

# **OTN Training Reference Material**

## **Cisco SX20N Reference Guide**

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# Types of Videoconferences



## Educational Videoconferences

- » Open: posted on Learning Centre and Ncompass Calendar.
- » Closed: invited participants only.



## Administrative Videoconferences

- » Team meetings between different sites. For example committee meetings, all staff announcements or policy discussions.



## Clinical Videoconferences

- » Direct: health care provider and patient.
- » Indirect: healthcare providers discussing specific patients and making a plan of care.

# Styles of Videoconferences



## Point-to-point Videoconference

- Two sites only.
- Other site is always seen on monitor.
- Option to dial directly (must be scheduled).
- Often for clinical use (consultant dials patient).



## Multipoint Videoconferences

- Three or more sites.
- Uses a bridge program.
- Starts and ends automatically.
- Often used for educational/administrative use.

# Modes of Videoconferences



## Full screen mode

- Screen displays the person speaking or making the loudest noise.
- Default mode
- Must mute if your site is not the presenter
- Recommended for presentations



## Multi-Screen mode

- Visual set-up where all sites are visible on the screen at the same time
- “Brady Bunch” layout (3+1, 5+1, etc.)
- Mode is selected by the scheduling site

# Telemedicine Tools

## Ncompass Scheduling



Ncompass is an online scheduling tool that allows OTN Members to self-schedule and manage both clinical and non-clinical videoconference events. Ncompass users can book video systems, send emails to participants and maintain a searchable calendar of events. In addition, Ncompass allows Members to publish open events so that others can view public events from the Learning Centre. A vital part of organizing events on the Network, it is recommended that at least two members of your team be trained in Ncompass.

## OTN Telemedicine Directory



The OTN Telemedicine Directory provides Members with an easy way to access Telemedicine consultants and programs. It is also a place to promote, coordinate and manage services offered via Telemedicine. The consultant profile features the types of referrals a consultant accepts, specialized areas of practice and the geographic area served. The site profile features the programs available at a site, the site type and geographical area served. To create your own account and request a profile, email [telemedicineprofiles@otn.ca](mailto:telemedicineprofiles@otn.ca).

# Learning Tools

## OTN Learning Centre



The Learning Centre provides an online and easy-to-use single point of access to all OTN Member distance education offerings. The Learning Centre makes it easier to find education events (including searches by area of therapeutic care) as well as actively promote those relevant to your organizations. The Learning Centre can also be used to promote and build education programs. Please visit [www.learning.otn.ca](http://www.learning.otn.ca) for more details.

## OTN Webcasting Centre



Webcasting refers to the process where an educational videoconference session is broadcast over the OTN network and the web (Internet) at the same time. There are two kinds of webcasts:

- **Live Webcasts:** Participants can log on to their computer and view the live videoconference session at the same time that it is being broadcast over the OTN network.
- **Archived Webcasts:** This means that the videoconference has been “taped” and is available for viewing at any time.

# 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 de-codes video signals that it receives from the far sites.



## 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 the system off.



# 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.
- Call the OTN Service Desk (1-866-454-6861) if the problem persists.

## I cannot connect to a site

- Ensure that all cables and plugs are securely plugged in.
- Check that you have the correct site selection.
- Contact OTN Service Desk (1-866-454-6861) for assistance.

## 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.
- Call the OTN Service Desk (1-866-454-6861) if the problem persists.

## 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
- Call OTN Service Desk if the above has been checked and the problem persists.

## 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.
- Call the OTN Service Desk (1-866-454-6861) if the problem persists.

## 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.

# Equipment Components

## 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 unnecessary feedback.

## Network and Power



The network cable has to be plugged into a dedicated OTN jack. If you plug the network cable into a regular network jack then the system will not work. 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

**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.**

5

**Check that the codec/camera is on** by checking the LED light at the front of the codec

6

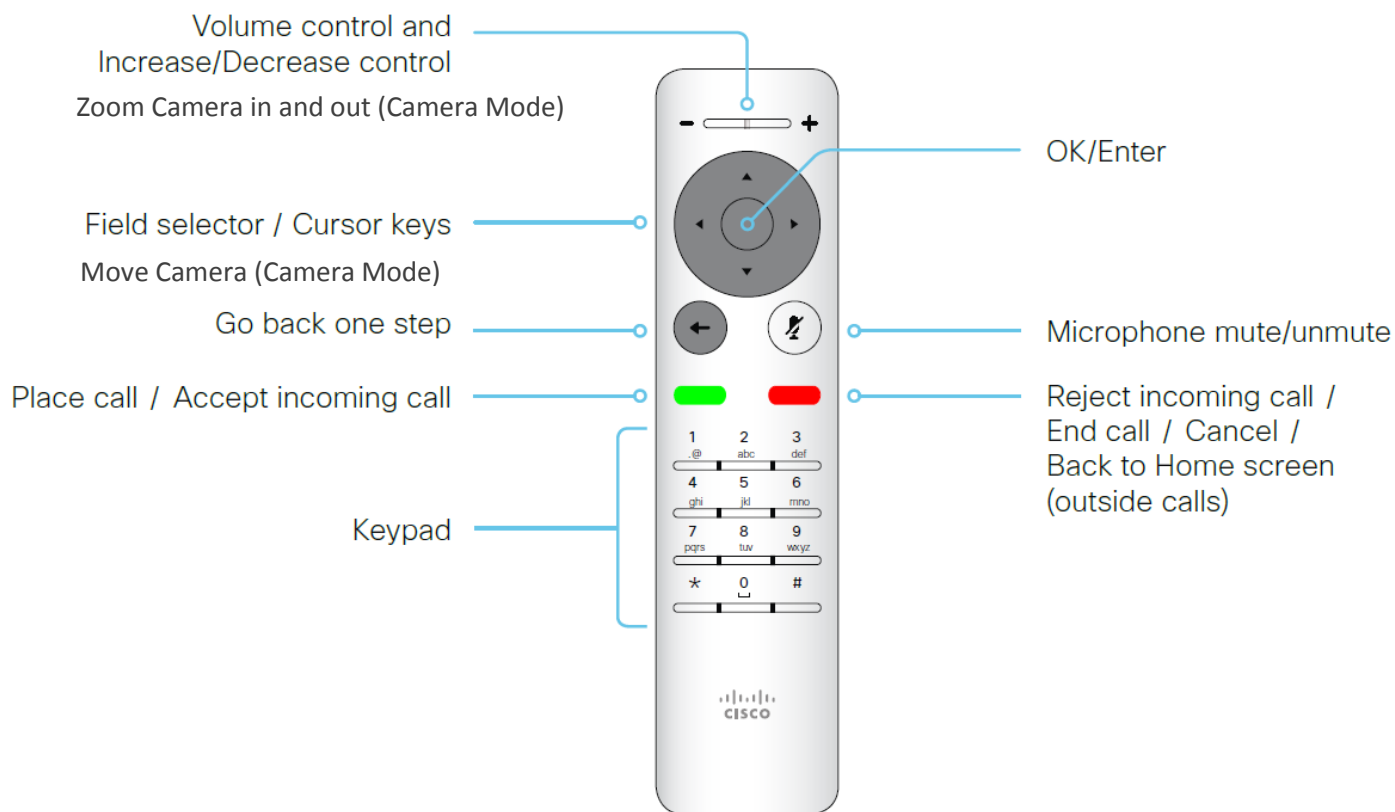
**Pick up the remote control** and unmute your videoconferencing sound by pressing the “Mic Off” button on the remote control.

7

**Turn the Self view on** by navigating to the camera icon using the remote arrows and selecting the thumb tac icon.

**TECHNICAL SUPPORT 1-866-454-6861**

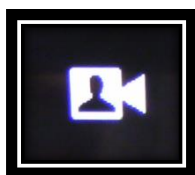
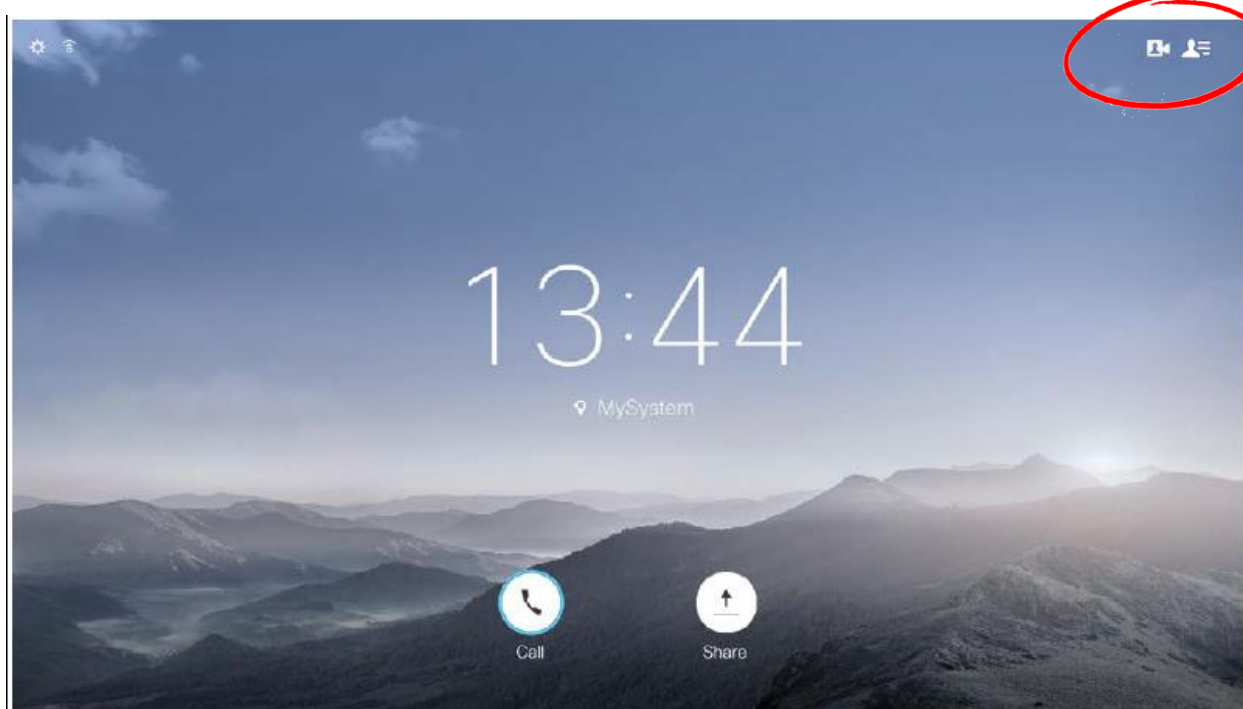
## Cisco TelePresence SX20N Reference Guide





TRC6 remote control

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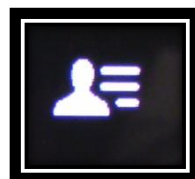
### Icons at the top right of the screen during a videoconference call





The camera icon enables you to turn self-view on (thumb tack),  turn self-view off (diagonal arrows)  and preview camera view. In this mode, use the arrows on the remote to move the camera and the plus/minus to zoom in and out.



The layout icon allows you to choose where the picture-in-picture will be situated on the screen. This icon only appears if the self-view has been turned on.



The participant's icon enables you to view the different systems that are in the call. From here you can add favorites to the directory (star)  and take control of the far end camera (camera icon)  .

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**Icons that appears when you press the enter button on the remote during a videoconference.**



The share icon enables you to present content from your computer with others in the videoconference. Ensure you plug your presentation cable into the back of the codec.



The add call icon adds other participant to the videoconference. This feature is not supported by OTN. Adding other systems to an event can be done using Ncompass (before the event) or calling OTN's customer care team at 1.866.454.6861.



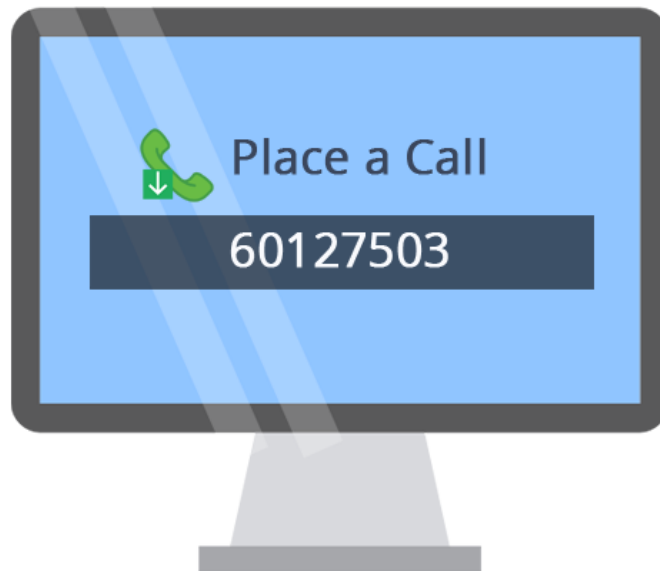
The pause icon is a privacy feature that enables you to put your system on hold. When on hold, participants in the videoconference will not be able to see and hear you.



The hang-up icon terminates the call.

## Reconnecting using the Remote (TRC 6 Remote)

If you have been disconnected from an event in progress or are late joining a scheduled multipoint event, please follow these simple steps to be reconnected. Before reconnecting, always ensure that your microphone has been muted. To reconnect to an event dial the Event ID number and THEN press the CALL button on the remote. If you receive an error message confirm that you are using the correct event ID or the event is in progress. The event number will be provided by the organizer of the event.



If you make a mistake when inputting event number, press the “C” button to delete the relevant character. The system checks to ensure this system is part of the event in progress. When successfully confirmed as part of the event, the system is reconnected to the event that is already in progress. If you encounter any technical issues, please call OTN’s Customer Care team at 1-855-654-0888.

# Hooking up a Laptop



1

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



2

**Turn the power on the laptop.**



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.

4

**To display the desktop:** Select the **“Share”** icon.



5

**To return to the camera view:** Press the **“Stop Share”** icon.

## BEST PRACTICE

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

## TROUBLESHOOTING

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



# Framing the Camera



## Positioning the Camera

A big part of using the equipment effectively is framing the camera properly. The videoconference should mimic a face-to-face session as much as possible. Therefore make sure the subject is framed in a head and shoulders shot so the participating site(s) can see the presenter or patient clearly.

Ideally when you frame the camera, visualize a line dividing the monitor in half. The subject's face should be in the upper half of the screen and the framing should be centered. The subject's face should be close enough that you could recognize them on the street or bus. However, if the camera framing is too close it could make the person feel self-conscious. In addition, if the framing is too close the subject might move out of frame easier.



## Lighting and Background

Always have a solid background behind you. This could be a wall, door with no windows or a covered window. In addition, ensure that you have proper lighting so that you are seen clearly.

# 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 OTN Service Desk when:

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

**OTN Service Desk Support Hours: Mon – Fri 7:00 AM to 7:00 PM**  
**Please Call: 1- 866-454- 6861**

# Etiquette Guidelines



## Participate in an audio-visual check

- Start the video conference with a roll call or speak with the host site.

## Mute appropriately

- Remember to mute when not speaking. This will ensure that video does not switch to another site if someone makes a noise when using voice activated mode
- If you need to move the microphone during the session, mute it first.

## Engage the remote audience

- Look into the camera occasionally when you are speaking. This helps you to maintain good eye contact with the remote audience.
- Do not move out of camera range so that people are always able to see you.

## Speak clearly and naturally

- The microphone will automatically amplify the sound.
- There is no need to shout. Quiet talkers should sit closer to the mic.
- Modulate your voice so it is not a monotone.

## Pause between speakers

- Due to a slight audio delay, pause and wait for a longer than normal period if you want to be able to hear comments or are expecting a response from other sites.

## Reduce background noise

- Avoid unnecessary tapping, rustling of papers, and side conversations when your site is speaking, as this will add audio noise at the receiving sites.

## Enhance video display

- Avoid rapid movements or erratic hand gestures.
- Avoid wearing clothing with loud patterns, or solid red and white.

## Professional behaviour

- Be aware of the scheduled start and end time.
- Assume that you are visible and can be heard throughout the meeting.
- Do not interrupt when others are talking and use respectful language at all times.
- Focus discussion and questions on the content of the session.
- Respect individual confidentiality.

## Administrative meetings

- Participants at all sites should be introduced.
- Say your name and site the first few times you respond to help familiarize others with your voice.

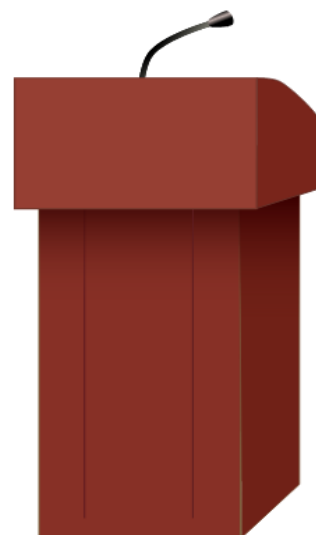
## After the session

- Leave room clean and put video conference equipment away

# Presenter Guide

While videoconferencing is an effective communications medium, you must be prepared to accept a small loss of resolution. Your visual guides needs to be adapted in order to maximize the audience's view at both the local and remote sites. The following suggestions are for presenters in order to help them create effective PowerPoint slides.

- **Use a simple PowerPoint template in landscape format**
  - Use dark print with a plain light background or light print and a plain dark background; a dark blue background is recommended.
- **Allow for a 1 inch margin on all borders**
- **Limit the amount of words per slide**
  - Use no more than five bullets of information per slide.
  - Use brief phrases instead of sentences.
- **Keep any graphics simple**
  - Use simple bold tables like pie charts or bar graphs.
  - Avoid complex tables and scatter plots.
- **Use a consistent font size**
  - At least 30-point font for text and 44 for headings.
- **Select a simple, clear, and bold font**
  - Arial, Tahoma, Verdana.
  - Avoid italics.
  - Use lower case for text.
- **Avoid animation and special effects ( sounds, fly-ons, fade-ins)**
  - Use simple slide transition.
- **Send a copy of the presentation to all receiving sites for distribution (in case of problems)**
- **If possible, have a second medium available (hard copy and document camera)**



# Useful Contacts



## Service Desk

Respond to OTN customers by providing expert technical support before, during and after videoconferences.

1-866 -454-6861 (option 1)

[servicedesk@otn.ca](mailto:servicedesk@otn.ca)



## Contact Centre

Respond to OTN customers by providing technical support before, during and after videoconferences.

1-866 -454-6861 (option 2)

[customersupport@otn.ca](mailto:customersupport@otn.ca)



## Training Team

Provide live training sessions to new OTN customers that focus on knowledge acquisition and application.

[training@otn.ca](mailto:training@otn.ca)



## Privacy Officer

Contact OTN's Privacy Team if you experience a privacy breach at your site.

[privacy@otn.ca](mailto:privacy@otn.ca)