

# DX80 Touchscreen User Guide



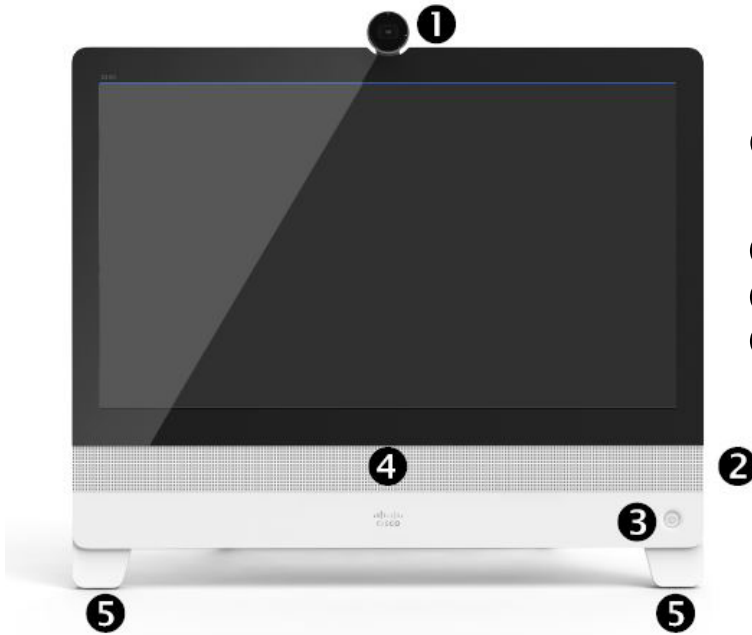
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## Main Components of the DX80

The monitor of the DX80 is an all-in-one touchscreen unit and does not require a remote control. This unit is available in the following configurations as shown on the next page: desktop unit, mobile unit, and fixed unit (mounted to the wall).

*Note: other than in this section, the screenshots used in this guide are shown on a DX80 desktop unit.*



- ❶ Camera with privacy shutter, turn counter-clockwise to shut and clockwise to open
- ❷ Microphone mute button, loudspeaker volume controls and USB socket on the right side of the unit.
- ❸ Power On/OFF
- ❹ Loudspeaker
- ❺ Microphone in each leg

**Use as a PC monitor** by using an HDMI cable to connect your computer to the HDMI socket PC (see below) .

**Switch between PC monitor and Video** screen by tapping the screen. If you do not see all of the menu items along the bottom of the screen, this may indicate that the monitor is in sleep mode. Move the mouse or press a key on the keyboard to wake it up. This only applies when using the unit as a PC monitor.

**Incoming calls** will appear as usual, irrespective of whether the screen is on PC or video.

### Back of DX80 unit



- ❶ Power supply socket
- ❷ USB computer connection
- ❸ HDMI computer connection
- ❹ HDMI external monitor connection (not in use)
- ❺ SD card slot and Kensington lock
- ❻ USB ports
- ❼ LAN expansion connection. Connect your computer LAN here to let your Cisco DX80 and computer share a common LAN connection
- ❽ LAN connection

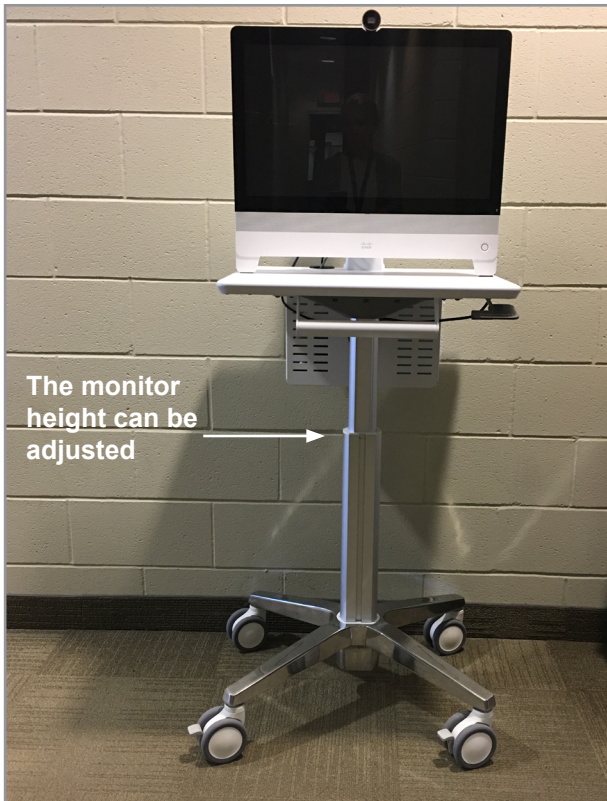
## DX80 Configuration Options

This unit is available in the configurations shown below: desktop unit, mobile unit, fixed unit/mounted to the wall.

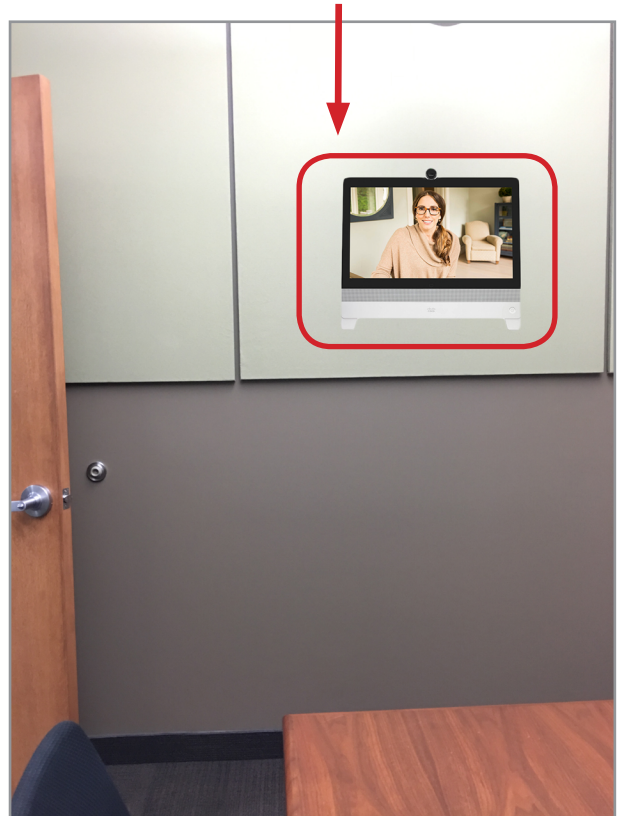
Desktop



Mobile



Fixed/wall mounted



## GENERAL USE

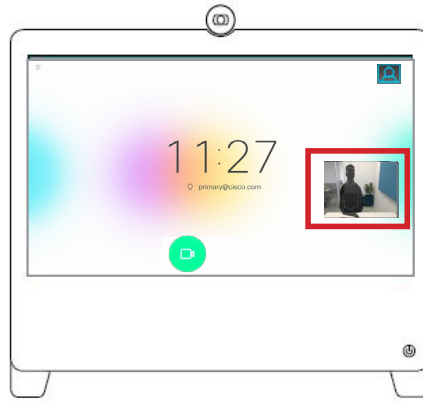
The following sections will provide instructions for using your DX80 Touchscreen solution to place and receive videoconference calls.

### Selfview

Before the meeting starts we recommend that you check the selfview. Selfview shows what others see from your video system. You will normally use it to confirm that the other site/s see what you want them to see. The selfview appears as a PIP (Picture-in-Picture).



Tap **Selfview** to turn it on and off.  
Tap anywhere outside the menu to exit.



Tap and hold the **Selfview** image.



You will see the alternate positions available for the selfview image. Keep holding the image and drag it to the new position, lift your finger to release it.

 When using a mobile cart, you will need to plug the unit in and turn on the power.

## Site to Site Calls

### Connecting to an MBT Site

#### Connect to an MBT Site

Locate the 5 digit number on the Whiteboard, Confirmation or Clinic List (beside the VCU#).



**!** To switch between PC monitor and video screen - tap the screen.

If the monitor is in sleep mode - move the mouse or press a key on the keyboard to wake it up.



Tap **Call**.



Tap in the **search/dial** field to invoke the keypad.



Type in the 5 digit number and then tap **Call** to connect.

Tap **End** to disconnect.

### Add a Site to Favorites

#### Add a Site to Favorites

If you call the same sites you can save the contact to the favourites list.



Key the 5 digit number into the search field and tap the **More (...)** icon.

Tap **Mark as Favorite**.

The next time you need to call the site, tap **Call**, tap the **Favorites** tab and locate the site. Tap **Call** to connect.



## Connecting to a site outside the MBT Network

### Connect to a Site Outside the MBT Network



Tap **Call**.



Type in the phone number that you have been provided.  
Tap **Call** to connect.  
Tap **End** to disconnect.


## Far End Camera Control

Taking far end camera control allows you to move the camera at the far end site. Before taking control, always request permission first. You may need to take far end camera control if the person on the other end is unable to operate their own camera.


The camera controls allow you to manually control the zoom, pan and tilt of the other site's camera - this only applies if the other site has a remotely controllable camera and not a fixed camera such as the one on the DX80.

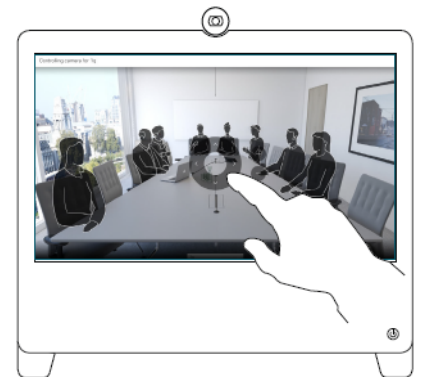
### Far End Control - Site to Site




Tap **Participants**  in the top right corner to invoke the list of participants.



Tap the site whose camera you want to control and then tap **Camera**. 



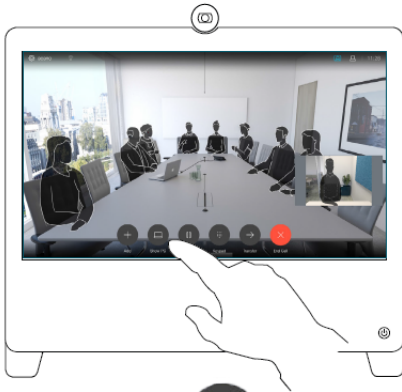
**Site to Site:** Adjust the other site's camera using the **pan/tilt arrows** and **zoom +/-**. (Note: This only applies if the other site has a remotely controllable camera - unlike the DX80 which has a fixed camera.)


 Tap anywhere outside the camera control buttons when you're done to return to near end to control of your own camera.

## Sharing Presentation: Site to Site


### Share Presentation: Site to Site

Connect your source and make sure it is turned on.




Tap **Show PC**  to display your screen locally - it will not be shown to other participants. To hide, tap **Hide PC**.



Tap **Share**  and the content will be shared with the other participant/s.

An onscreen message will be displayed when you are sharing.



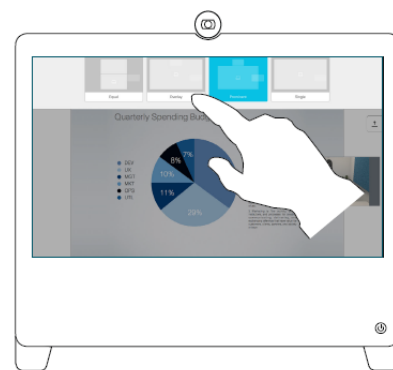
Tap **Stop sharing**  to stop sharing your presentation.

## Screen Layout: Presentation - Site to Site

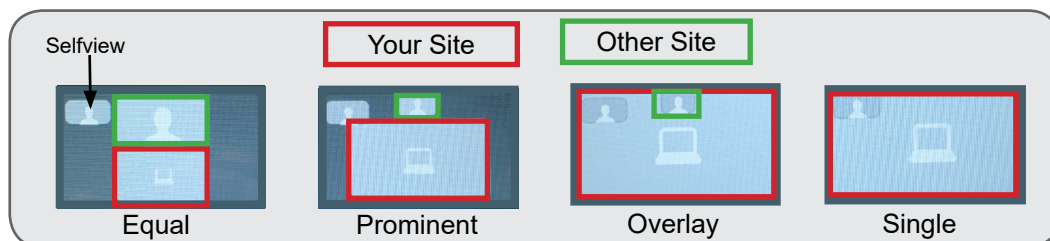
### Screen Layout: Presentation - Site to Site



Tap **Layout**  to change the layout.

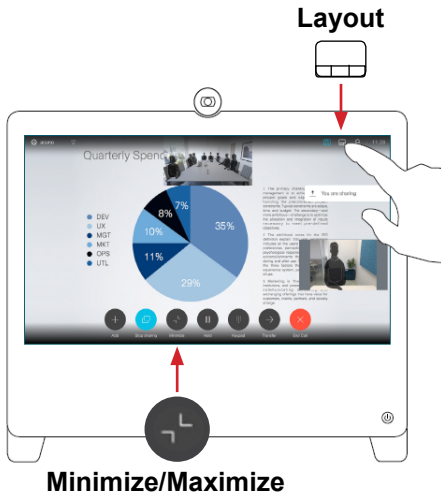


Tap the preferred layout (see options below). Tap anywhere outside the menu when done.





## Screen Layout: Presentation Options Site to Site



- **Minimize** - allows you to view the speaker full screen and puts the presentation over on the left hand side.
- **Maximize** - allows you to restore the presentation and toggle between the presenter and presentation in case the presenter is speaking between slides.
- **Move presentation PIP**- allows you to move your presentation around the screen. Press and hold the presentation box on the screen and when it turns blue, drag it to the desired location and lift your finger to release it (location options are indicated by a grey box).
- **Presentation full screen** - tap **layout** and then select **single**.



### TIP

When the **presenting** site exits the presentation, the menu options will default back to **Far End control**.

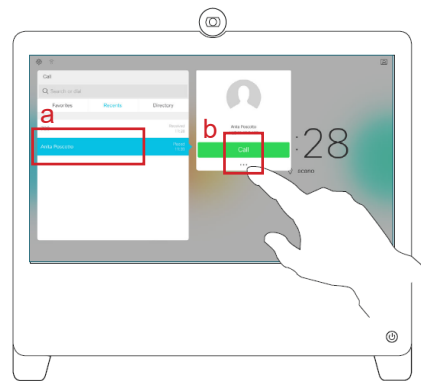
## Recent Calls and Favourites

These options apply to both MBT sites and calls outside of the MBT network.

### Using Recents and Favourites



Tap **Call** (not shown) and then tap **Recents** or **Favorites**.



Tap to select the entry (a) and tap Call (b).



Some sites may like this option if they frequently call the same sites.

You can add a site from the Directory or from the Recent Calls list to the Favorites list. This is helpful for sites who would like to add their most frequently called sites.

### Adding Favourites



Tap **Recents** or **Directory** or type in the 5 digit number and search for the entry you would like to add to the Favorites. Tap the site and then tap **More (...)**.



Tap **Mark as Favorite**. You can tap **Call** if you wish to connect. Note: A Favorite is denoted by a gold star.

## Multi-Site Event Calls (MCU)

### Connecting to a Multi Site (MCU) Call

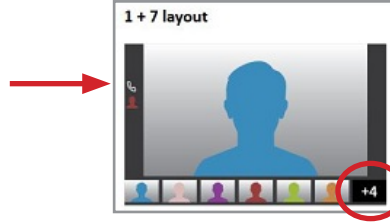
#### Connect to an MCU Call

- Multi-site (MCU) sessions will be connected to the event automatically at the **scheduled start time**.
- If you are registered for the event and it is already in progress and you are **NOT** connected, you can join by using the connection information shown on the Whiteboard.
- MCU calls will be automatically disconnected at the **scheduled end time**.

Screen Layout/Far End: No Presentation - Multi-Site

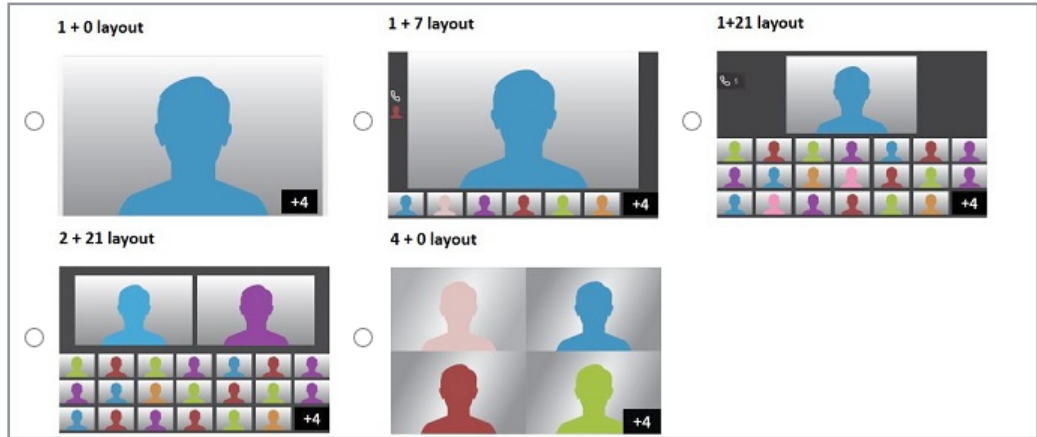
Screen Layout: No Presentation Multi-Site

This is the default layout you will see on your screen, unless another option was chosen by the host/presenter when the event was booked (see below).



The number indicates how many more sites are connected but are not shown on the screen.

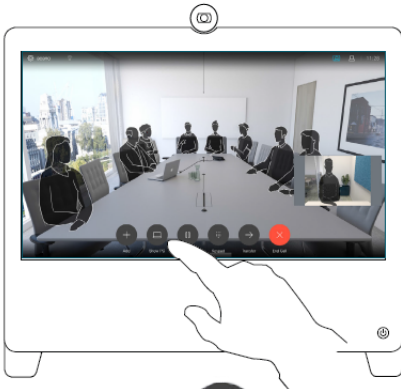
These are the layout options available when an event is booked.



Sharing Presentation: Multi Site

Share Presentation: Multi Site

Connect your source and make sure it is turned on.

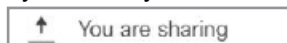


Tap **Show PC** to display your screen locally - it will not be shown to other participants. To hide, tap **Hide PC**.



Tap **Share** and the content will be shared with the other participant/s.

An onscreen message will be displayed when you are sharing.




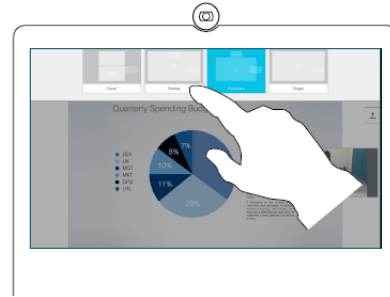
Tap **Stop sharing** to stop sharing your presentation.

Screen Layout: Presentation - Multi Site

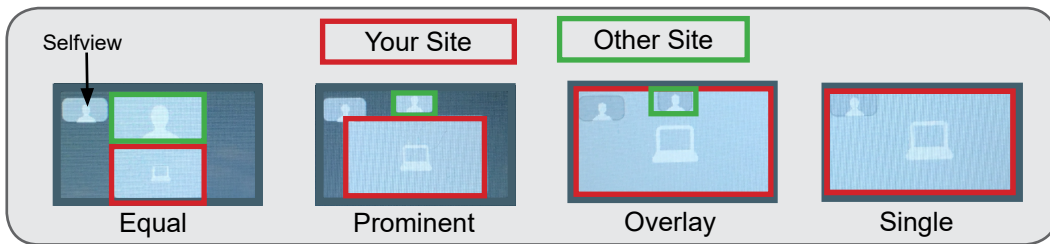
Screen Layout: Presentation - Multi Site



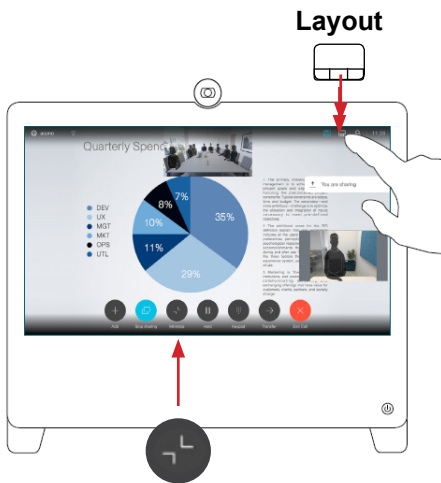
Tap **Layout**  to change the layout.



Tap the preferred layout (see options below). Tap anywhere outside the menu when done.



Screen Layout: Presentation Options Multi Site



**Minimize/Maximize**

- **Minimize** - allows you to view the speaker full screen and puts the presentation over on the left hand side.
- **Maximize** - allows you to restore the presentation and toggle between the presenter and presentation in case the presenter is speaking between slides.
- **Move presentation PIP**- allows you to move your presentation around the screen. Press and hold the presentation box on the screen and when it turns blue, drag it to the desired location and lift your finger to release it (location options are indicated by a grey box).



**TIP**

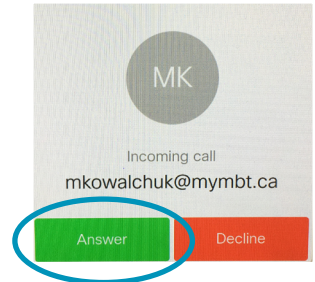
Tap Layout to view your menu options. These options are only available while sharing content. When the presenting site exits the presentation, the menu options will default back to **Far End control**.

## Receiving and Ending Video Calls

### Receiving and Ending Video Calls


#### Receiving Calls

You will hear a dial tone that indicates there is an incoming call, press **Answer** to accept the call. Ensure your microphone is not on mute after you answer to ensure the other site(s) can hear you.



Your Cisco DX80 may be configured to **automatically accept all incoming connection requests**, then both site to site connections initiated by another site and multi-site connections would be automatically connected. *(Note: Contact your FES to confirm how your particular equipment has been configured.)*

#### Ending Calls

At the completion of every call, press **End**  to disconnect.



## DUAL VIDEO ENABLED EQUIPMENT

### Dual Video Enabled Equipment

*Note: This information is only applicable for point to point calls when both units are using dual video enabled equipment.*

The equipment listed below supports dual video which allows users to display and view two different live video feeds simultaneously. For instance, you could view both the PC presentation as well as the person who delivers the presentation. With two video streams, the receiving site is able to control the layout of how they view each of the feeds.

- Cisco SX series equipment
- MX200/300 (touchscreen)
- DX80 Touchscreen
- VX Clinical Assistant (mobile cart)
- Ergotron (clinical mobile cart )
- AVFI (non-clinical mobile cart)

If the connecting video system does not support dual video then no second video stream will be established for this system and the camera or PC presentation will be shown as the main video feed.



#### TIP

If both pieces of equipment are dual video enabled then both sites are able to change their own screen layout by pressing **Layout** and selecting the desired option.

### Remote Layout

*Note: This information is only applicable to point to point calls between a dual video enabled presenting site and a non-dual video enabled receiving site.*

If the presenter site changes the **Remote Layout** to **Equal**, the receiving site will see both the camera and the presentation in equal size within the one video feed. They also have the ability to show their own selfview in the corner of the screen.

The receiving site does not have the ability to change the layout back to see just the presentation full screen as they do not have that functionality on their non-dual video enabled equipment. The presenting site will need to change the **Remote Layout** back to **Single** under the layout options.



#### TIP

Use caution when using layout options other than **Single** as the quality of the picture will be reduced for the other site.



## TROUBLESHOOTING

Audio Issues		
Issue	Possible Cause	Resolution
Far end site unable to hear you	<ul style="list-style-type: none"> <li>Your microphone is muted</li> </ul>	<ul style="list-style-type: none"> <li>Un-mute your microphone</li> </ul>
Unable to hear far end site	<ul style="list-style-type: none"> <li>Microphone is muted at far end site</li> <li>Near end monitor and/or codec volume is too low</li> </ul>	<ul style="list-style-type: none"> <li>Ask far end site to un-mute their microphone</li> <li>Increase the volume on the monitor and/or the codec</li> </ul>
Audio distortion from far end site	<ul style="list-style-type: none"> <li>Far end site monitor volume is too high</li> </ul>	<ul style="list-style-type: none"> <li>Ask far end site to turn down the volume on their monitor</li> </ul>
Echo or distortion at near end when people speaking	<ul style="list-style-type: none"> <li>Far end microphone is situated too close to the monitor</li> <li>Speaker/volume is too high on far end monitor</li> </ul>	<ul style="list-style-type: none"> <li>Ask to move microphone further away from monitor</li> <li>Ask far end site to turn volume down on their monitor</li> </ul>

Video Issues		
Issue	Possible Cause	Resolution
Picture is blank on the near end monitor	<ul style="list-style-type: none"> <li>System has gone into "sleep" mode</li> <li>Monitor has been powered off</li> </ul>	<ul style="list-style-type: none"> <li>Move the mouse or press a key on the keyboard to wake the system up</li> <li>Turn the monitor on</li> </ul>
Near-end site unable to hear or see the picture from far-end peripheral	<ul style="list-style-type: none"> <li>Proper input has not been selected by far end site</li> <li>Cables are not properly connected</li> </ul>	<ul style="list-style-type: none"> <li>Far end site should correct input selection on remote control</li> <li>Check that output from laptop or patient camera are connected properly</li> </ul>



### NEED HELP?

If you are experiencing any problems with the videoconferencing equipment or have any questions, please contact the Service Desk for assistance:

**Service Desk 204-940-8500 Option 4, Option 1  
or toll-free 1-866-999-9698 Option 4, Option 1**

## ADDITIONAL TRAINING INFORMATION

For additional information on videoconference equipment visit [www.mbtelehealth.ca](http://www.mbtelehealth.ca) or contact your Facilitator-eHealth Solutions.

## VIDEOCONFERENCING ETIQUETTE

The following tips on videoconferencing etiquette will help prepare you for a successful session:

- ✓ Assume that people can see and hear you as the camera and microphone are always “Live”.
- ✓ Always check your selfview so you are aware of what will be displaying at the far-end site.
- ✓ Confirm that the other site can see and hear you and identify yourself and anyone else in the room.
- ✓ Speak directly towards the microphone and use your normal speaking voice.
- ✓ Try to avoid a lot of movement or shuffling of papers as this may affect the quality of the sound transmission.
- ✓ Due to the audio delay, pause for clients to ask or answer questions or when they have comments.
- ✓ Always ensure there are no further questions and that the client is aware of follow-up instructions before signing off.