Remote Control

1: Info, Gives access to system status.

2: Power, to turn system on/off.

3: Screen, to view button presses and menus.

4: Preset, sets and recalls preset camera positions.

5: Camera, to select a camera source.

6: Display, shows, moves or hides the picture-in-picture.

7: Content, Start and stop sending content to far site.

8: Far, activates camera control of the far end.

9: Arrow Keys, these allow you to pan/tilt the camera and will also navigate you through the menu screens.

10: Enter, will confirm the selection that is highlighted.

11: Volume, to adjust the volume that you are hearing.

12: Zoom, to zoom the camera in and out, whilst automatically focussing.

13: Near, activates / returns camera control to your camera.

14: Mute, activates / deactivates your microphone.

15: Back, returns you to the screen you were previously at.

16: Home, returns you to the Home Screen screen.

17: Directory, will display the systems directory.

18: Call, initiates a call.

19: Hang-up, ends a call.

20: Keyboard, shows the on-screen keyboard.

21: Delete, will delete a letter or number, one at a time.

22: Option, will display a menu of optional features.

23: Number pad.

24: Dot, used to enter a dot in an IP address.

25: Play, Stop, Record controls for a programmed device.

Troubleshooting

No Picture on the screen:
- Is the Cart turned on and does it have battery power? (If it has no battery power plug in the power cord, you can use the cart whilst it is charging).
- Is the system switched on?
- Is the Monitor switched on?
- Is the system on Standby Mode? (Lift up the remote control to 'wake up' the system)
- Check the monitor is on the correct input.

Difficulty in making a connection:
- Is the system you are dialling switched on?
- Ensure the number you dialled is correct.
- Ask the person you were calling to call you to find out if the problem is with your system.
- Make a test call to a test number.
- If you can make calls but not receive them your local numbers may not be configured correctly contact your local support.

No Outgoing/Incoming Audio:
- Make sure the Mute is not activated at either site. To deactivate the Mute press the Orange **Mute** Button.
- Check the volume level at both sites.
- Check the microphone connections at both sites.
- Re-dial the call.

No response from Keypad:
- Check the angle of the keypad (the infrared receiver for the keypad is in the camera)
- Check the path between keypad and camera is not obstructed
- Check the batteries for the keypad.

Image Freezes during the call:
- Re-Dial the call

Cleaning the Practitioner Cart
- Do not spray liquids directly onto the system when cleaning. Always apply spray to a static free cloth.

If these suggestions do not resolve the issue please contact support.

Turning the Practitioner Cart off

When you are ready to turn the System off press and hold down the Power button on the Practitioner Cart under by the Battery Indicator. This will turn off the monitors and HDX Videoconferencing system.