Cisco SX20 Video Conference Unit

How to Make a Call on the Video Conference Unit

• Begin to input the IP address you wish to dial. A box will appear as soon as you enter the first number.
• When entering the IP address, press the * key in between the numbers. This * will turn into a dot (.) after the third * to complete the IP address. (E.g. You want to dial the IP address 204.244.62.30)
  ▪ Enter 204*244*62*30 on the remote.
• Once you have entered the IP address, press the Call button.

How to Show Content in a Video Conference

• Insert the VGA cable (see image below), labeled Video Conference, is inserted into the laptop
• Power on TV.
• If no image appears on the TV screen, press the INPUT button.

• To make sure the laptop is working with the video conference unit, select the laptop button on the video conference remote.
• You should see your laptop on the TV screen. To take it down press the same laptop button on the remote again.
• If no image appears on the TV screen, right click on your computers desktop and select Screen Resolution.
• Ensure that your computer’s settings are the same as the highlighted ones below (Display: 1|2 Multiple Monitors; Multiple displays: Duplicate these displays)
• Select OK when you are finished. You should now see your screen on the TV.

Questions?
Please call the FNHA help desk: 1-844-364-7878 or e-mail: eHealthSupport@fnha.ca
**How to Mute your Microphone**

- To mute your microphone you can either press the button on the microphone itself or press the mute button on the remote.
- When the microphone has a **RED** button it has been muted. When the button is **GREEN** it is unmuted and on.

**How to use the Directory**

- Press the **Directory** key on the remote.

- Use the arrow keys to navigate to **My Contacts**
  - Select the site you wish to call, press the **Call** button

- To add a site to the directory, press the **Directory** Key
  - Use the arrow keys to navigate to **My Contacts**
  - Select **Add New Contact**
  - In the **Name** field, use the number keys to input a name, cycling through the numbers to get to the correct letter.
  - In the **Number** field, enter the **IP Address** of the site you are adding into the directory.

**How to use Recent Calls**

- Press the **HOME** Key
  - Select the **Call** option
  - Select **Recent Calls**
  - Use the **ARROW** keys to select the site you would like to call and press the **CALL** button.

**Camera Controls**

- To move your camera around, use the **Arrow** keys to move your camera from side to side or up and down.
- You can zoom in and out with the **Zoom** key located to the right of the arrow keys.

**Questions?**

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