# Cisco SX20 Video Conference Unit

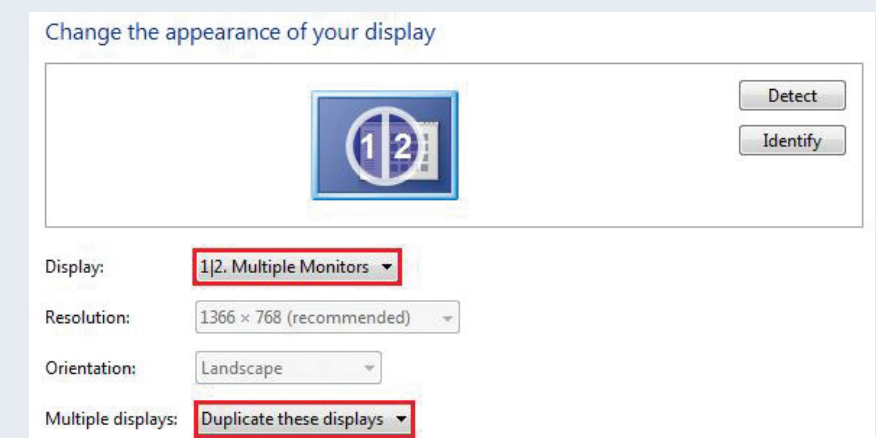## How to Make a Call on the Video Conference Unit

- 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.

  nView Desktop Manager
  Screen resolution
  Gadgets
  Personalize
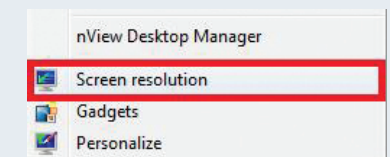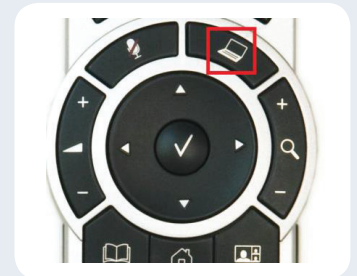
- Ensure that your computer's
  settings are the same as the
  highlighted ones below
  (Display: 1|2 Multiple Monitors;
  Multiple displays: Duplicate
  these displays)

  Change the appearance of your display

  Detect
  Identify

  Display: 1|2. Multiple Monitors
  Resolution: 1366 × 768 (recommended)
  Orientation: Landscape
  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 use the Directory

- Press the **Directory** key on the remote.
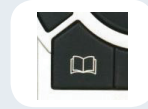
- Use the arrow keys to navigate to **My Contacts**
- Select the site you wish to call, press the **Call** button

- 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.

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.

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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or e-mail:
eHealthSupport@fnha.ca

Mute
Display laptop
Volume
Zoom
Arrow Keys
Directory
Call - Back - Hang Up
Number Keys