

Troubleshooting Telemedicine

NO POWER TO UNIT:

1. Check the unit is plug into an active electrical outlet.
2. Check the power cord is securely inserted in the video unit.
3. Check that the power switch to the unit and TV is “on.”
4. Is there electrical power to the facility? Plug into an emergency power outlet if necessary.

CAN'T PLACE A CALL:

1. Replace the call when system becomes ready again.
2. Check that the network cord is properly plugged into the correct outlet. Remove and reinsert.
3. Check patch panel (if you have one) to see that the network cord is inserted into the proper port.
4. Contact the site you are connecting with to make sure their system is on and ready to receive calls.
5. Re-boot system (turn off system for 1 minute and then turn back on). Replace call.
6. Try a video call to another site. If the call connects with the alternate site, contact the original site and ask them check their connections and to re-boot their system.
7. If possible, have the connecting site call you.

CAN HEAR SOUND, BUT NO PICTURE:

1. Make sure that the TV is turned on.
2. Press “main” camera button on the key pad.
3. Press TV/VCR on the TV to verify that it is in the proper mode. You should be viewing “video 1” source.
4. Re-boot and replace call.

PICTURE, BUT NO SOUND:

1. Ask the far end to check that their mute button is not on.
2. Press the volume “up/down button” on the key pad.
3. Check that the cords for audio are securely plugged into their ports
4. Reboot and replace call.

YOU HEAR A LOUD FAN NOISE FROM THE FAR END OR THEY SOUND “DISTANT”:

1. Ask the far end if the microphone is out of the cabinet and setting out in the room. If not, have them remove it from the cabinet.

YOU HEAR YOURSELF REPEATED BACK TO YOU FROM THE FAR END:

1. Try turning your volume down from the keypad using the “volume” button.
2. If you are still hearing yourself back, ask the far end to move their mic further away from the unit.
3. If you are still hearing yourself back, ask the far end to turn down the volume button on the TV.

CALL DROPS DURING YOUR SESSION:

1. Wait for the “ready” indication from the unit and replace the call.

EXAM CAMERA DOES NOT WORK:

1. Verify that the power and light switches on the back of the camera turned to the “on” position.
2. Check that the exam camera is plugged into a power source and cords all securely connected? Refer to AMD-2500 Examination Camera manual for proper set-up.
3. Verify that you are selecting the right video source by checking the port that your exam camera is inserted.

If you are unable to correct the problem, contact your Telemedicine Site Coordinator or support personnel at ext. XXXX.