



ICUFL—Staff—CiscoDX— Usage Instructions

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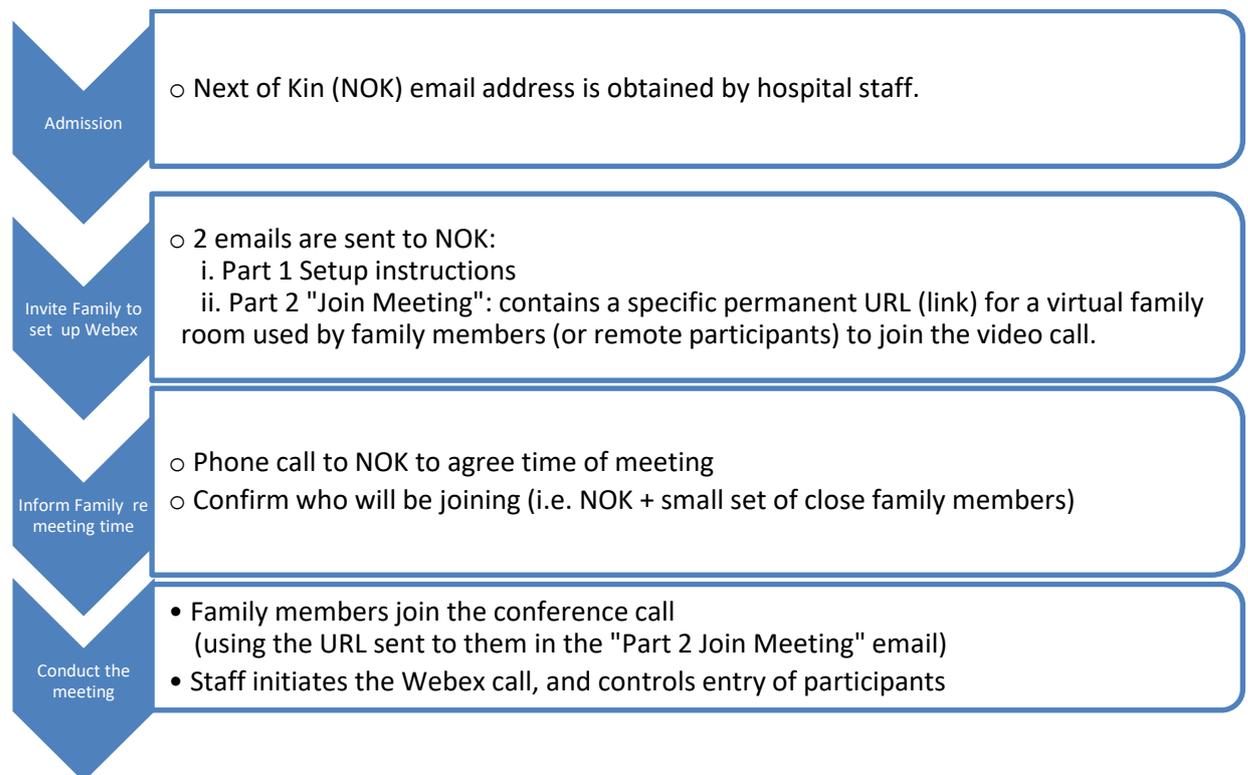
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Staff Training for ICU Video Communications with Families

Purpose: Instructions for ICU staff on how to initiate and control video conferences with patient families. This should be used for staff training and can be attached to each device for referencing.

Basic overview of the flow





Instructions per phase:

1. Connect the DX

A Cisco DX is used by staff to host video calls. The DX is a touch-screen device that looks like a 23" television, but the DX is custom-built for video calls. It has two cables.

- a. Make sure that the DX is placed in a stable position on a solid table or trolley, so that all cables remain connected for the duration of the call.
- b. Connect the power cable to a power socket (at the top of the photo).



- c. Connect the network cable to an ethernet port that is designated to support Cisco DX hardware, so that the unit can access the Internet.

2. Power up the DX

Press the power button to power on the DX. The power button is at the front of the unit, in the bottom-right corner, below the screen. The power button is illuminated immediately (red light), but it takes about 90-120 seconds for the DX to power up fully.

While waiting for the DX to power up, check the environment to ensure that the lighting is optimal. If the blind is open and too much sunlight is shining through, the glare can affect the picture seen on the video call. Close the blinds and turn on the internal lights.

While the DX is powering up, the text **Cisco** is shown on the screen. When the DX is ready, the text changes to **Hello** briefly, and then the text **Tap the screen or open the Webex app to get started** is shown.

3. Open the camera lid

The camera is a small circular device located on the top edge of the screen, in the middle.

While waiting for the DX to power up, check that the camera lid is in the open position (turn the lid clockwise).



4. Prepare for the call

a. **Touch the screen.**

The camera is illuminated (green light), and a small picture ('Self-View panel) should appear on the screen. If the picture is not shown, check that the camera lid is open.

b. **Adjust the camera.**

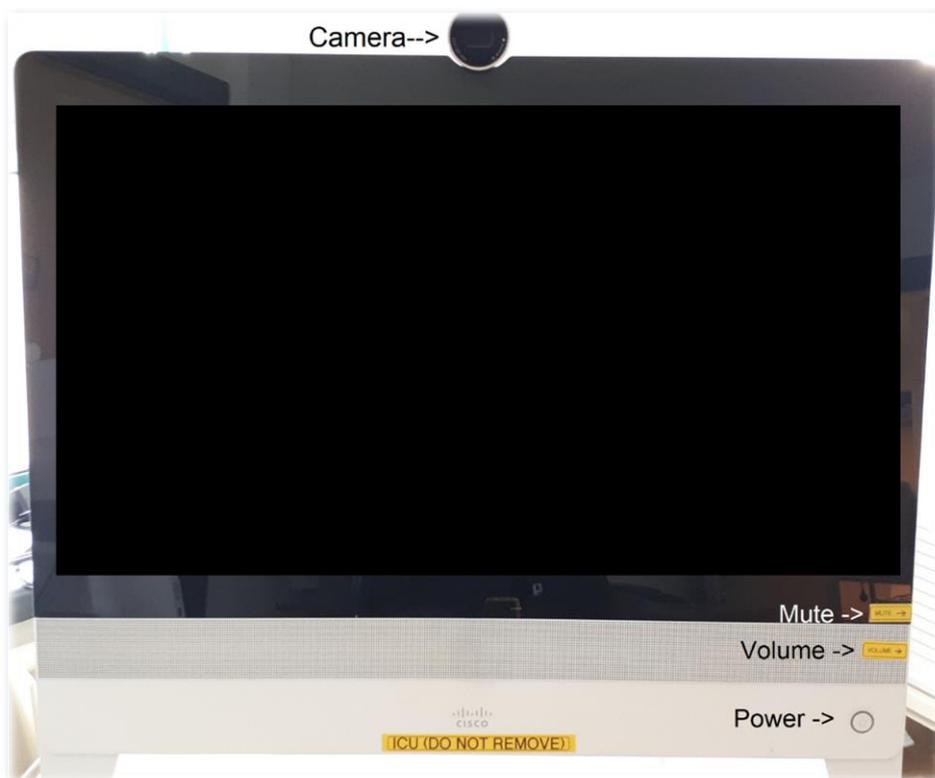
The 'Self-View' panel shows the view of the host that is shown to the remote family participants. You can adjust the view vertically by tilting the camera up or down. You can adjust the view horizontally by moving the trolley that the DX is sitting on.

Make sure that at the start of the call, the camera is pointed at a neutral space, and does not show the patient until the identities of all remote participants are verified.

c. **Familiarise yourself with the DX buttons.**

The **Volume** button is located above the power button. During a call, use this button when a family member is speaking, to increase the volume so that those in the ICU room can hear them.

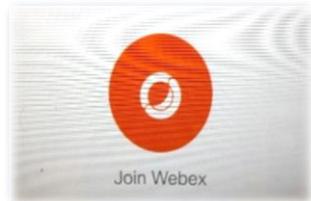
The **Mute** button is located above the volume button. During a call, use this button when you don't want the call participants to hear anything in the ICU room.



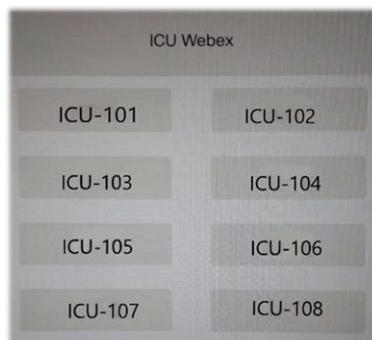


5. Start the call

- a. On the screen, press the orange **Join Webex** button.



- b. A list of virtual family rooms is shown. Press **once** on the relevant virtual family room.

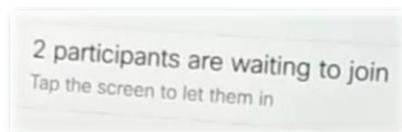


- c. Wait about 20 seconds. A 'PIN pad' appears. If applicable, enter unique pin code. Note, depending on the setup, the PIN may be entered automatically for you.

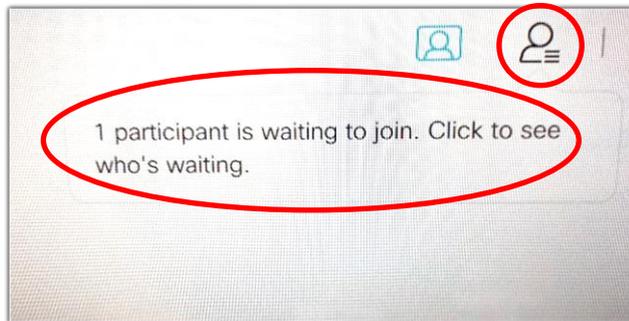


6. Allow participants into the call

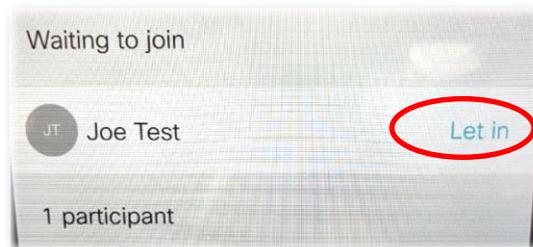
- a. Touch the **X participant(s) are waiting to join. Tap the screen to let them in** notification that is shown in the top right-hand corner of the screen.



- b. Touch the comment box (circled in red below).
The text changes to **X participant(s) are waiting to join. Click to see who's waiting.**



- c. Touch the icon (also circled in red).
A list of waiting participants is displayed. The **Let In** option is shown beside each participant name. The names listed are the names that were typed by the participants when they joined the Webex meeting.



- d. For each name that you were expecting to join the call:
Touch the **Let In** text and **verify that the admitted person is an expected participant.**
- Admit one participant at a time and verify their identify before admitting the next.
 - As participants join, there can be a slight delay before their audio or video connects.
 - If the family have a poor Internet connection, their audio or video might not connect. If the video does not connect, their initials are shown on screen instead.

7. Adjust the camera

When you are ready to adjust the camera to show the patient, notify the patient and the participants before moving the camera.

8. Decide whether to admit late participants

Meeting participants have been told that they should be in the waiting room for the meeting at least 5 minutes before the scheduled start. If for any reason you decide to admit a latecomer, remember to adjust the camera first – to give the patient some privacy, and to give the latecomer time to prepare themselves.



9. End the call

- a. Touch the screen once, to show the call buttons.
- b. Touch the red **End Call** button to end the call.



10. Turn off the DX

Press and hold the power button for 5 seconds. Or unplug from the power socket.

Adjustments during a call

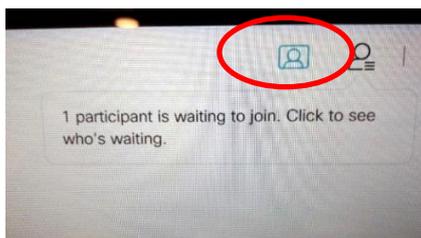
1. Show the call buttons

At any point during the call, touch the screen to see all buttons and icons.
(Note that the Record button is disabled – if you click the button, nothing is recorded.)

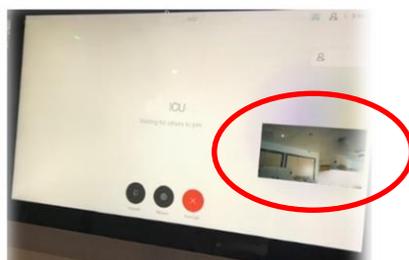
2. Show or Hide the Self-View Panel

Touch the 'Self-View' icon in the top-right corner of the screen to hide the 'Self-View' panel (where you see the video that the family is seeing). To show the 'Self-View' panel, touch the 'Self-View' icon again.

This is the 'Self-View' icon:



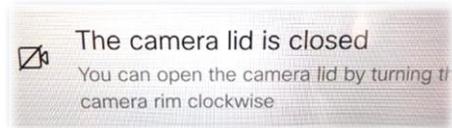
This is the 'Self-View' panel:





3. Turn off the camera

Turn the camera lid anticlockwise. The green light goes off, and the following notification is displayed:



4. What to do if a patient moves to a different area.

Remember to send a new email that contains the meeting link for the appropriate virtual family room.

5. What if I select the wrong virtual family room on the first menu – and it starts a meeting for the wrong virtual family room?

Not a problem, just touch the **End Call** button, and the meeting is stopped.

You are shown the original menu again and can select the virtual family room that you want.