

Compressed Video Facilitators Handbook

We are pleased to provide this compressed video facilitator's handbook that has been designed to assist you with all aspects of the Telehealth Communications system of the University of Arkansas for Medical Sciences. Please take a few minutes to familiarize yourself with the specific areas addressed in the handbook. If you have questions concerning any of the information or procedures, please do not hesitate to contact one of us or Yvonne Lewis (for AHEC questions). This book was developed with you in mind, so we welcome your suggestions, questions, and/or concerns.

As procedures and protocols change, and as new sites are added to our network, updated information will be mailed to you with instructions on correct placement in the handbook. We ask that you please keep this handbook **up-to-date** and **accessible** to all those who will be serving as facilitators in your institution.

Thank you for all you do in support of the UAMS Regional Programs!

Elizabeth Holley
Associate Director
Rural Hospital Program of UAMS
UAMS Regional Programs

Betty Coombs
Project Coordinator
Rural Hospital Program of UAMS
UAMS Regional Programs

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Introduction

Welcome to the University of Arkansas for Medical Sciences Interactive Video Network. This handbook is your guide to network operations.

Policies for the network are recommended by the Telecommunications and Distance Learning Coordinating Committee (T.D.L.C.). In the past, representatives from UAMS colleges and departments and AHECs, other U of A campuses, affiliated hospitals, and agencies have met frequently to enact policies to improve operations. Policies affecting Rural Hospital Program members are voted on by the Rural Hospital Program administrators before adoption.

We look forward to working with you and will strive to make your association with the network a meaningful and rewarding experience. Please call on any of us at any time for assistance.

Mission Statement

The mission of the Telemedicine and Distance Learning Program is to complement and enhance the UAMS mission to teach, serve, and search. The program seeks to make UAMS resources accessible to Arkansans in an environment that exemplifies the best use of Telemedicine and educational technologies, the best teaching practices, the best learning opportunities that surmount the barriers of time, location, and place, and the best patient care practices. The program seeks to enhance the well being of Arkansans through collaborative partnerships with educational institutions, hospitals, clinic healthcare providers, and state agencies that actively promote the health of all Arkansans.

Pagers/Phone Numbers for Technical Assistance

Network Control Room	501-686-6639
Terry Newton	501-686-5218
<i>Manager, Network Engineering</i>	
Larry Elliott	501-296-1386
Pager	501-688-2217
<i>Network Director</i>	
Kim Timmerman	501-686-7292
<i>Communications Specialist/Scheduling Coordinator</i>	
Tim Land	501-686-6639
Pager	501-688-2671
<i>Network Manager</i>	
Jeremy Johnson	501-686-6639
Pager	501-405-4764
<i>Assistant Network Manager</i>	
Stephanie McNamara	501-686-6639
Pager	501-688-2671
<i>Network Technician</i>	
Educational Services Direct Line	501-686-5575

- Please use Network Control Room number for program emergencies. When leaving a phone number, please be sure it is an *accessible* number, and one that will be answered by a person, not an answering machine.
- If you do not get a response or see a change in your transmission within 10 minutes, continue down the list.
- When you page to report a network problem, your call will be reported to the switching center. Technical personnel will diagnose your site to determine if a problem exists.

Rural Hospital Program Contact Information

TELEMEDICINE CLINICAL CONSULTATIONS

General Number 1-800-882-0841
(* ask for names below or dial direct)

Fax 501-686-2585

Nevada Copeland, RN, MNsc, CNS 501-686-2792 Pager # 405-4674
Copelandnevada@uams.edu

Alana Hulen 501-686-8774
HulenAlana@uams.edu

EDUCATION PROGRAMS

General Number 1-800-882-0841
(* ask for names below or dial direct)

Fax 501-686-2585

Betty Coombs
Coombselizabethl@uams.edu 501-686-2575 (Staff Development,
Nursing CEUs, scheduling, monthly
menu, evaluations)

Elizabeth Holley
Holleyelizabethh@uams.edu 501-686-2594 (Consumer/Public
Education, High School Programs)

Julie Hall-Barrow
HallBarrowjuliec@uams.edu 501-686-2598 (Staff Development,
Nursing CEUs, and other)

JoAnn Gartman
Gartmanjoa@uams.edu 501-686-2555 (Bioterrorism education)

Rural Hospital Program Programming and Administrative Services

- Any Rural Hospital Program service requests, staff development programs, nursing CEUs, special events....**Betty Coombs, Julie Hall-Barrow**
- Anything concerning clinical consultations during scheduled Telemedicine Program Clinics or to schedule a non-emergency consultation during business hours....**Nevada Copeland**
- CME programs and schedule of events....**Julie Hall-Barrow, Betty Coombs**
- Rural Hospital Program Consumer/Public Education programs, programs for junior/senior high school students....**Elizabeth Holley**
- Changes to the schedules, additions and deletions, monthly menus, questions about evaluations/sign-in forms, or any requests for tapes....**Betty Coombs**
- Programs for Bioterrorism education....**JoAnn Gartman**

UAMS Telemedical Communications Compressed Video Sites

UAMS SITES

UAMS-B112 Classroom
 UAMS-B107 Classroom
 UAMS-Emergency Room
 UAMS-Portable Unit
 AHEC-South Arkansas (El Dorado)
 AHEC-Southwest (Texarkana)
 AHEC-Pine Bluff
 AHEC-Northwest (Fayetteville)
 AHEC-Fort Smith
 AHEC-Northeast (Jonesboro)
 Delta AHEC (Helena)
 Northwest Medical Center, Springdale
 Community Health and Wellness Center, Springdale

OTHER SITES

University of Central Arkansas (Conway)
 U of A Community College, Hope
 Phillips Community College, Helena
 Marianna Family Resource Center,
 Marianna

Rural Hospital Program Affiliate Sites

Augusta	White River Rural Health Center
Batesville.....	White River Medical Center
Batesville.....	North Arkansas Human Services Center
Blytheville.....	Baptist Memorial Hospital-Blytheville
Booneville	Booneville Community Hospital
Brinkley.....	Monroe County Health Department
Calico Rock.....	Medical Center of Calico Rock
Camden	Ouachita Medical Center
Clarendon	Mid-Delta Health Systems, Inc.
Clarendon	Clarendon High School
Clinton.....	Ozark Health, Inc.
Conway	Conway Regional Medical Center
Crossett.....	Ashley County Medical Center
Danville	Chambers Memorial Hospital
DeQueen.....	DeQueen Regional Medical Center
Dumas	Delta Memorial Hospital
El Dorado	Medical Center of South Arkansas
Elaine	Elaine Medical Clinic
Eureka Springs	Eureka Springs Hospital
Fayetteville.....	Washington Regional Medical Center
Forrest City	Baptist Memorial Hospital, Forrest City
Gravette.....	Gravette Medical Center Hospital
Hampton.....	Cabun Rural Health Services Center
Harrison	North Arkansas Regional Medical Center
Helena	Helena Regional Medical Center
Holly Grove	Holly Grove Health Center

Rural Hospital Program Affiliate Sites (cont.)

Hope	Medical Park Hospital
Hope	Migrant Center
Hot Springs	National Park Medical Center
Hughes	Hughes Rural Health Clinic
Lake Village	Chicot Memorial Hospital
Magnolia	Magnolia Hospital
Marianna	Lee County Cooperative
Marked Tree	Marked Tree Rural Health Clinic
Marvell	Marvell Medical Clinic
McGehee	McGehee-Desha County Hospital
Mena	Mena Medical Center
Mountain Home	Baxter County Regional Hospital
Mountain View	Stone County Medical Center
Nashville	Howard Memorial Hospital
Newport	Harris Hospital
Osceola	Baptist Memorial Hospital-Osceola
Ozark	Turner Memorial Hospital, Ozark
Paris	North Logan Mercy Hospital
Paragould	Arkansas Methodist Hospital
Piggott	Piggott Community Hospital
Portland	Portland Community Health Center
Ratcliffe	Arkansas River Valley Rural Health Cooperative
Rogers	St. Mary's Hospital
Russellville	St. Mary's Regional Medical Center
Salem	Fulton County Hospital
Siloam Springs	Siloam Springs Memorial Hospital
Stuttgart	Stuttgart Regional Medical Center
Walnut Ridge	Lawrence Memorial Hospital
Warren	Bradley County Medical Center
Wynne	Cross Ridge Community Hospital
West Memphis	Crittenden Memorial Hospital

Compressed Video Facilitators

AHEC-El Dorado	Barbara Howell - (870) 881-4419
AHEC-Southwest	Phyllis Lewis - (870) 779-6082
AHEC-Pine Bluff	Sara Sherman - 800-395-7611
AHEC-Fort Smith	Larry Mizell - (501) 785-2431
AHEC-Northwest	Liz Schaefer - (501) 521-8269
AHEC-Northeast	Robin Mouzy - (870) 972-1290
Jones Center for Families	Tina Storm- (479) 756-8090 x 518
U of A Comm. College, Hope	Nancy Bailey - (870) 777-5722
Batesville.....	Tami Holloway - (870) 793-1486
Calico Rock.....	Janie Fender - (870) 297-3738
Camden	Carolyn Key - (870) 836-1341
Clinton.....	Becky Sullivan (501)-745-7000 x. 1335
Danville.....	Stacey Lane- (479) 495-6236
Dumas	Paula Smith - (870) 382-4303
El Dorado	Janell McGowan - (870) 863-2390
Eureka Springs	Jodi Smith- (479) 253-7400
Fayetteville, Wash. Regional Med. Ctr.....	Pat Mitchell- (479) 713-1823
Forrest City	Dana Mitchusson - (870) 261-0424
Hampton.....	
Harrison	Naomi Guynn - (870) 365-2098
Helena	Juril Fonzie - (870) 816-3730
Helena (Delta AHEC)	Sharon Greene - (870) 338-9100
Hope, Medical Park Hospital	
Hot Springs	Lindsey Hogaboom - (501)-620-2705
Lake Village.....	Shirley Catalani- (870) 265-5351 x257
Marvell.....	Debbie Bolden - (870) 829-2521
McGehee	Jessica Nelson - (870) 222-5600
Mena.....	Pam Posey- (479) 394-6100 x7135
Mountain Home	Linda Caviness - (870) 424-1757
Mountain View	Connie Haney - (870) 269-5840
Newport.....	Tonya Crandall - (870) 512-3364
Ozark.....	Ashley Marcotte - (479) 667-4600
Paragould	Betty Passmore - (870) 239-7104 x206
Paris.....	Butch Barnhill - (479) 963-6101
Piggott	Elaine Nixon- (870) 598-3881
Ratcliff (Ark. River Valley Health Rural Health Coop)	Rosemary Alcon - (479) 635-4400
Stuttgart	Cindy Crum - (870) 673-3511
Walnut Ridge	Sherri Clark - (870) 886-1200
Warren.....	Marsha Miller - (870) 226-3731
West Memphis	Renee Rainey - (870) 735-1500 x1130

Compressed Video Facilitator Responsibilities

- ❑ Request programs via the monthly Compressed Video menu.
- ❑ Any changes in menu selections must be phoned/faxed to Betty Coombs (for rural hospitals) no later than 8:30 a.m. on Friday; **changes for the following week cannot be made after 11:00 a.m. Friday.**
- ❑ Turn the equipment on and check in 15 minutes prior to the program
- ❑ Have participants complete the evaluations at the completion of the program
- ❑ Keep track of the evaluations and sign-in sheets at your site; when running low, request more copies from the Rural Hospital Program office.
- ❑ If you will not be present at a broadcast, inform your back-up facilitator where all necessary forms can be located
- ❑ You are **expected** to attend the Friday 9:00 a.m. TMC (TeleMedical Communications) meeting; this meeting will last 30 minutes or less, and is used to review schedules, additions, updates, and network operations for the coming week. This meeting also provides information to the technical staff to evaluate individual systems and troubleshoot any system problems.
- ❑ You are the point-of-contact for the compressed video events that are offered to your site; as such, you will be sent information, flyers, handouts, etc. for some of the programs. Please arrange to get this information to the proper recipients, and post when needed.
- ❑ Request sheets should be used to request services from the Rural Hospital Program; please fill out the sheets as completely as possible, have the hospital administrator sign it, and send to the Rural Hospital Program.
- ❑ Due to copyright laws the Rural Hospital Program cannot tape programs for distribution. ***NOTE: In order to tape Pediatric Grand Rounds presentations, permission must be obtained from Arkansas Children's Hospital.***
- ❑ To protect the confidentiality of participants in Consumer Education classes, we will not tape portions of programs involving audience participation.

Consumer/Public Health Education Protocol

Public health education programs require an additional level of commitment and responsibility for the sites requesting the program as well as the Rural Hospital Program staff in order to maintain the quality of community outreach events. Once a selected program has been promoted to the public, it is extremely important that the session is presented as advertised in your community. The following policy will help minimize problems that could potentially undermine the public's confidence in your facility and programs.

Distant Site Responsibilities

- Sign and return any announcements of consumer programs that your site receives confirming or declining your participation
- Schedule program on your system and notify your administrator and appropriate staff
- Provide backup facilitator if needed
- Advertise the program in your community (news releases, radio scripts, and flyers will be provided by Rural Hospital Program)
- Notify Rural Hospital Program staff immediately of any problem or conflict that will affect the site availability of your interactive video room for the selected program
- Turn on equipment and check in with UAMS 30 minutes prior to the program – report any difficulties you experience at this time (audio, video, etc.) as you check in. If you cannot connect, call 501-686-6639
- Have participants complete the evaluations at the completion of the program. Mail to the Rural Hospital Program immediately after the session

Rural Hospital Program Responsibilities

- Provide pertinent information about consumer health education program being offered
- Schedule site on the network for requested program
- Distribute information and advertising packets to the site at least 3 weeks prior to program
- Serve as point of contact to site and presenter
- Provide appropriate evaluation forms for site
- Show title and code number of the program; show evaluation form and explain how to complete
- Forward copies of evaluations and/or summary report to the presenter and/or program sponsor

NOTE: The Rural Hospital Program cannot provide videotapes of consumer health education programs

Junior and Senior High School Students Telecommunication Outreach Program

The Rural Hospital Program sponsors a series of health promotion and wellness programs as well as a series of health career topics for students in grades 7 through 12 during the fall and spring semester. The UAMS Division of K-16 Educational Programs in conjunction with the UAMS Rural Hospital Program also sponsors a series of mini-courses for students. A master schedule of broadcast topics, dates and times is sent to all sites in the UAMS network. Sites have the option to accept the broadcast or decline. After participating sites have been determined, letters are sent to junior and senior high schools in the network counties inviting them to bring their students to the nearest participating interactive video site for a class. Teachers can register for a specific class and site by calling Elizabeth Holley at 1-800-882-0841. Sites will be notified when a school registers to attend a class at their facility.

Facilitator responsibilities for these programs are similar to other public education programs:

- The site facilitator will see that students and teachers complete sign-in sheets and evaluations.
- There is a special Secondary Education evaluation form for these programs that must be used.
- The facilitator will return the sign-in sheets and evaluations to the Rural Hospital Program immediately after the class.

Continuing Education Credit Policies

UAMS Regional Programs will apply for continuing education credit for all appropriate programs. The Tuesday noon sessions have had one hour of American Medical Association Category 1 credit through the College of Medicine Continuing Medical Education Office. They also have one hour each of Prescribed Credit through the American Academy of Family Physicians and one hour each of credit from the Arkansas State Board of Pharmacy. Other programs vary depending on content, so check with the Rural Hospital Program about their credit. Credit is provided on a session by session basis for the AAFP and the Pharmacy Board.

The Rural Hospital Program is an approved provider for nursing CEU credit through ARNA (Arkansas Nursing Association). Classes that are approved for nursing CEU credit will be listed as such on the monthly menu. To receive credit, a nurse must complete a class-specific evaluation (in addition to the standard Staff Development evaluation), and pay the required fee (normally \$10.00 per hour).

The UAMS CME Office intends to keep a database of attendance at our programs for physicians but is not yet in a position to do so. In the meantime, we are keeping copies of the sign-in sheets provided by the facilitators and will generate a “manual” report of attendance when requested. We will also generate attendance certificates for individual health professionals for individual programs. Even when the UAMS CME Office is “geared up”, the RHP will maintain for records for all persons who attend sessions.

To ensure that physicians and other health care professionals in your facility receive credit, the following must happen: each person must complete a yellow evaluation form, and the evaluations must be received by the Rural Hospital Program in a timely manner.

The Pharmacy Board will allow pharmacists to claim credit for simply viewing a non-interactive format videotape of the programs the Board approves. However, this is NOT true for CME credit. There are ways to provide credit if groups of physicians watch a videotape. Call Dr. Steven Strode for the details of this or for any other CME questions.

Telehealth Consultations

Telehealth encompasses telemedicine technology that gives community physicians and other healthcare professionals the ability to instantly share visual and audio information with specialists at the University of Arkansas for Medical Sciences. Clinical consultation activity has greatly increased during the past year, and protocols have been developed for each specialty area listed below. These procedures and protocols are updated as necessary.

Facilitators in sites that participate in telehealth consultations are expected to request and receive individual, on-site training in the use of the equipment, including specialized medical diagnostic equipment. This training must be completed prior to any consultations. To request training, please contact any member of the UAMS telecommunications staff (see pagers/phone numbers for technical assistance).

To request a consultation, or for information on protocols and procedures, please contact:

Nevada Copeland, RN, MNsc, CNS
Telehealth Project Director
(501) 686-2792 Pager #405-4674
800-882-0841

Alana Hulen
Telemedicine Coordinator
(501) 686-8774

Telehealth Clinics and Consultations Available/Others available on request

Audiology	High Risk Obstetrics
Cardiology	Occupational and/or Physical Therapy
Dental Hygiene	Ophthalmology
Dentistry	Orthopedics
Dermatology	Otorhinolaryngology
Dietetics	Pain Management
Emergency Stabilization	Pediatrics
Endocrinology	Pharmacy
Gastroenterology	Psychiatry and/or Psychology Counseling
General Surgery	Pulmonology
Geriatrics	Radiology
Nephrology	Rheumatology
Neurology	Social Work
Nurse Specialists	Speech Pathology
Nutrition	Urology

Rebroadcast of Copyrighted Material

REBROADCAST DEFINED: Rebroadcast, in context of the UAMS compressed video network, is the transmission of a copyright material for which the copyright is not owned by UAMS. This can include, but is not limited to, satellite downlink signals, videotape, commercial, cable or broadcast television signals or, in general, any copyright works.

Procedures:

- ❑ Secure appropriate waivers or release pertaining to copyright issues
- ❑ Address all fee of licensing issues for transmission
- ❑ Address all cost line cost issues
- ❑ Address scheduling issues

Protocol for Transmission and Rebroadcast of SATELLITE DOWN-LINK PROGRAMS

Criteria for scheduling

A minimum of three sites must request a satellite program. If a site wants a satellite program that site will be responsible for finding two other sites to request the program, as neither AHEC nor Rural Hospital Program staff will be able to market these programs.

A technical fee of \$75.00 will be charged for set-up and maintenance of the dish.

Other charges such as registration, administration and technician cost must also be considered with funds available to cover these costs.

Rebroadcast permission must be obtained, in writing, before transmission of the program can occur.

LECTURE PRESENTATIONS VIA COMPRESSED VIDEO

One of the advantages of the Interactive Television system is the ability to share information between sites. Using this technology, individuals can present lectures and workshops from any site and transmit to any other site or sites in the network. These guidelines will assist you, and those at your site, to develop successful and well-received presentations.

The following equipment can be used in developing a presentation:

CODEC	VHS (recorder/player)
Elmo (document camera)	Computer

The Elmo, or document camera, can be used to show flat surfaces or three-dimensional objects. Flat art work, printed documents, pictures, and anatomical models are examples of items that can be shown with the Elmo. Please see Page F-4 for tips on producing overhead materials.

VHS Recorder will allow you to record the presentation and play prerecorded tapes during your presentation. Almost all of our units are equipped with a VHS.

The Computer can be used to develop PowerPoint slides. Slides are a good means to emphasize key points, to present information, and to provide an outline for your audience to follow. Please see Page F-3 for tips to make effective PowerPoint slides.

NOTE: It is recommended that you always have “back-up” printouts of your power point slides just in case there are computer problems.

NOTE: The Polycom units do **not** have an on-board computer. It will be necessary to connect a “stand-alone” computer in to the system. Please call the TMC Switching Center for assistance in making this connection.

The VTel units **do** have an on-board computer. Again, please call TMC before attempting to use this feature in your unit.

Adequate lighting is a necessity. Make sure you have good “front” lighting so that unsightly shadow are not present and good eye contact with the distant audience can be maintained.

Attire -- Wear pastel colors. No Polka Dots, stripes or flashy jewelry. White is not a good color as it will produce glare on the camera; red and black are not good colors because they do not photograph well. Pastel colors and blue hues are the most satisfactory.

Eye contact --When presenting, look into the camera lenses. This is where your distant audience is in relationship to the individuals in your room. This will maintain “good eye contact” with your distant audience.

Audio -- One microphone is adequate. It should be placed at least 18 inches from the speaker. Speak in a normal tone. Your voice is being magnified electronically and therefore it is not necessary to raise the volume of your voice . Another suggestion is refraining from tapping on the microphone or in the immediate area surrounding the microphone. This noise is magnified and is broadcast out to all the distant sites.

Practice Session-- It is always advisable to conduct a “dry run” or practice session to verify all presentation material complies with the interactive audio/visual components. This includes the production quality as well as the quality of the technology.

The TeleMedical Communications Department is available to assist you with any or all of these requirements. They can connect with you for the practice session and work with other problems such as lighting and printed material. Contact the numbers on page B-1 to schedule a practice time.

Copies of slides, handouts, and any other materials that will be used with Rural Hospital Program-produced classes will be sent out prior to that class. We strive to have these materials produced and sent out (via email or fax) 2 to 3 working days before the program is scheduled.

Preparing Power Point Slides for Compressed Video

(The above copy is printed with Arial Black in 16 point bold)

The use of computer generated slides is a common medium in the presentation of material over the TeleMedical Communications network. The information listed below is a guide in preparing visual material for use with interactive video.

Use pleasing and simple backgrounds with contrasting colors for the letters. Recommended backgrounds for PowerPoint slides are Waterfall and Fireball. Dark blue background with yellow lettering shows up best.

- TITLES: Use 44 point size letters. **THIS IS 44**

POINT

- Text: Use 40 point size letter. Do not use over 30 characters per line.

THIS IS 40 POINT

- **THIS IS VERY IMPORTANT: No more than 6 to 8 lines per slide!** Any more lines and your slides will be impossible to read at a distant site
- Use an aspect ratio of 1 to 1 & 1/2 inches as borders around the screen
- Produce all your visuals in LANDSCAPE format. The television screen is viewed on a horizontal rather than a vertical format.
- When preparing visuals for interactive video it is important to remember that the word "MUTE" will be displayed in the lower 1/3 of the far site picture. Some text may be covered in the middle of the screen.
- Many sites are using units with picture-in-picture rather than utilizing two monitors. The "PIP" is usually displayed in the lower part of the picture. However, the PIP can be removed from the television screen by the on-site facilitator.

NOTE: Size of type on this page represents how it will appear on the monitor when produced by Power Point. Font size will appear larger on word processing software.

For more information contact Ms. Kim Timmerman, TMC Communications Specialist, (501)-686-7292.

Preparing Printed Material for Compressed Video

The above copy is printed with Arial Black in 16 point bold)

The use of printed material is a common medium in the presentation of material over the TeleMedical Communications network. The information listed below is a guide in preparing visual material for use with interactive video.

- ❑ Use a pale blue or pale purple background in producing visuals.
- ❑ Use either black or dark blue lettering.
- ❑ TITLES: Use 24 point letters. **THIS IS 24 POINT**
- ❑ TEXT: Use 20 point size letters. Do not use over 30 characters per line. **THIS IS 20 POINT**
- ❑ NUMBER OF LINES: No more than 6 to 8 lines per slide
- ❑ Use an aspect ratio of 1 to 1&1/2 inches as borders around the screen.
- ❑ Produce all your visuals in LANDSCAPE format. The television screen is viewed on a horizontal rather than the vertical format.
- ❑ When preparing visuals for interactive video, it is important to remember that the word “MUTE” will be displayed in the lower 1/3 of the far site picture. Some text may be covered in the middle of the screen.

Many far sites are using units with picture-in-picture rather than utilizing two monitors. The “PIP” is usually displayed in the lower part of the picture, also. However, the PIP can be removed from the television screen by the on-site facilitator.

NOTE: Please refer to the recommendations for Power Point Presentation for computer generated visuals.

For more information contact Ms. Kim Timmerman, TMC Communications Specialist, (501)-686-7292.

Troubleshooting Tips

What to do if there is...

No Video

- What color is the screen?
 - If the screen is black
 - Check the power
 - Is the power cord plugged into the wall?
 - If there is a power strip, is this power strip plugged in and turned on?
 - Is the Monitor power turned on?
 - If the answer to all these questions is yes, call the emergency technical support numbers listed on Page B-1.
 - If the screen is grey
 - You are not connected to the network
 - Call the emergency technical support numbers listed on **Page B-1**.
 - If the screen is pink
 - There is a video system VGA error
 - Call the emergency technical support numbers listed on **Page B-1**.

If you have followed this checklist and the problem is not resolved, call the emergency pager at (501)-395-9166 or the control room at (501)-686-6639

No Audio from the remote location

- Check the volume level on the monitors
- Check the power indicator light on the amplifier located inside the stand. It should be glowing halloween orange.
- If everything appears OK yet there is still no audio, call the emergency technical support numbers listed on **Page B-1**.

Emergency pager -- (501)-395-9166 or the control room at (501)-686-6639

No Audio from your location (remote location can't hear you)

- Is the system un-muted? (mute control turned off)
- Is the microphone plugged in and turned on?
- If everything appears OK yet there is still no audio, call the emergency technical support numbers listed on **Page B-1**.

Emergency pager -- (501)-395-9166 or the control room at (501)-686-6639

No Tablet or Remote Control or Response/Erratic Tablet Response (Vtel Only)

- **TABLET:** Is the table template placed under the plastic cover correctly?
If not, simply straighten the template and start over
- Is the pen plugged into the tablet completely?
- Is the tablet plugged in at both ends?
- If the tablet and/or pen are not plugged in, they will need to be plugged in and the system must be rebooted (*turn CODEC off; wait 30 seconds; turn CODEC back on*) in order to load the tablet software properly.
- **REMOTE CONTROL:** Make sure the sensor is pointed toward the CODEC
- **CHECK BATTERIES:** If everything appears OK and there is still no REMOTE CONTROL OR TABLET response, or if the tablet response is erratic, call the emergency technical support pager.

Emergency pager -- (501)-395-9166 or the control room at (501)-686-6639

No Mouse or Keyboard Response (TABLET ONLY) (Vtel Only)

- Is the Mouse or Keyboard cable connected properly?
If the Mouse and/or Keyboard are not plugged in, the system must be powered down (*turn CODEC off*) before the Mouse or Keyboard can be plugged back in. After the Mouse or Keyboard are plugged in, the system must be *rebooted (Turn CODEC off; wait 30 seconds; turn CODEC back on)* in order to load the Mouse or Keyboard software properly.
- If everything appears OK yet there is still no Mouse or Keyboard response, call the emergency technical support numbers listed on **Page B-1**.

Emergency pager -- (501)-395-9166

Audio echo or feedback (both Vtel and PolyCom)

- Make sure all participating sites have their audio system muted when no one is speaking.
- If you are muting with the “push-to-talk” microphones, be sure that the pushbutton is not in the locked down position.
- Make sure that all microphones are placed at a “safe” distance from the monitor speakers (at least 4-5 feet) and that the microphones are not directed toward the speaker.
- Make sure that the microphones are not directed toward the audio monitor speakers.
- If everything appears OK yet there is still audio echo or feedback, call the emergency technical support numbers listed on Page B-1.

Emergency pager -- (501)-395-9166 or the control room at (501)-686-6639

NOTE: If your equipment is PolyCom always refer to the reference manual for troubleshooting directions; if you can't find the problem or can't fix it **call the Emergency Number!**