



## Polycom PVX Telehealth System Set Up

### 1. SCOPE

1.1. System Wide

### 2. DEFINITIONS & EXPLANATIONS OF TERMS

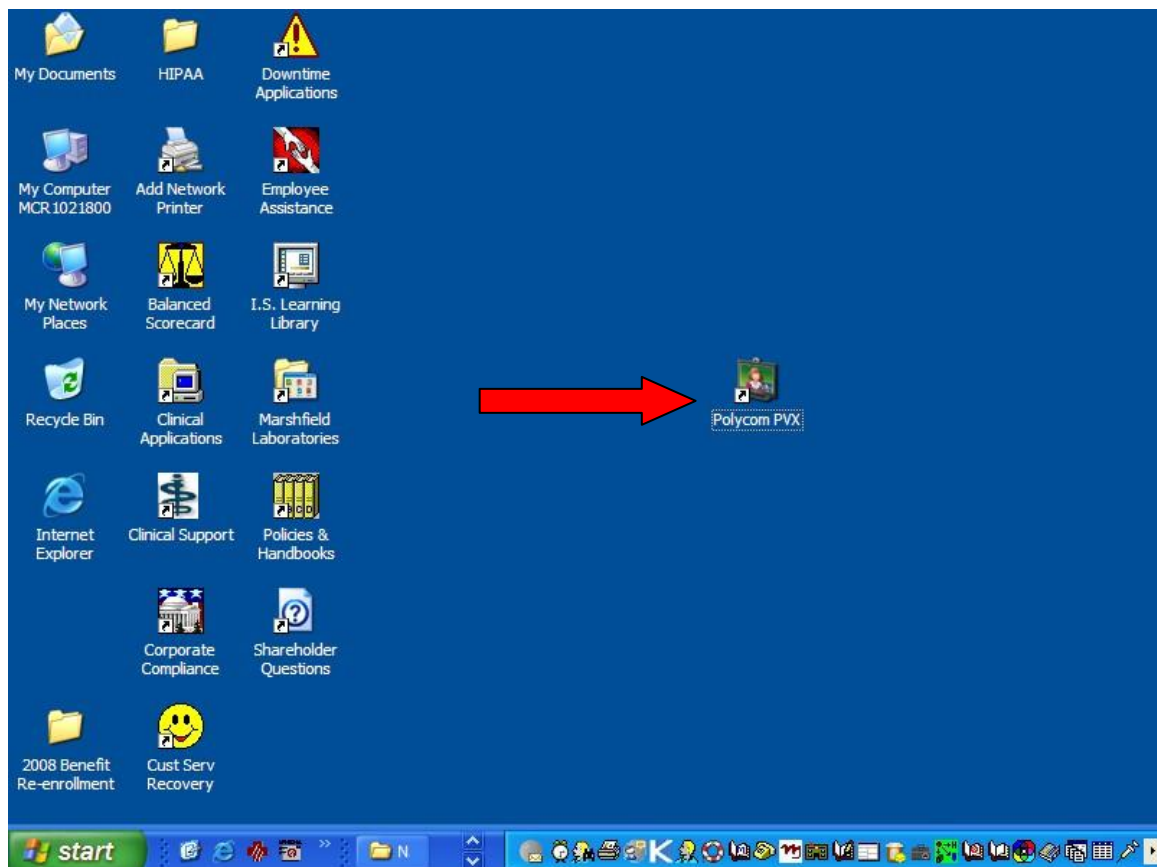
2.1. Polycom PVX: is desktop video conferencing software.

### 3. PROCEDURE BODY

This will guide the user on how to set-up the Polycom PVX TeleHealth video conferencing system.

3.1. Getting Started

a. Click on the Polycom PVX icon on the desktop to open the software.

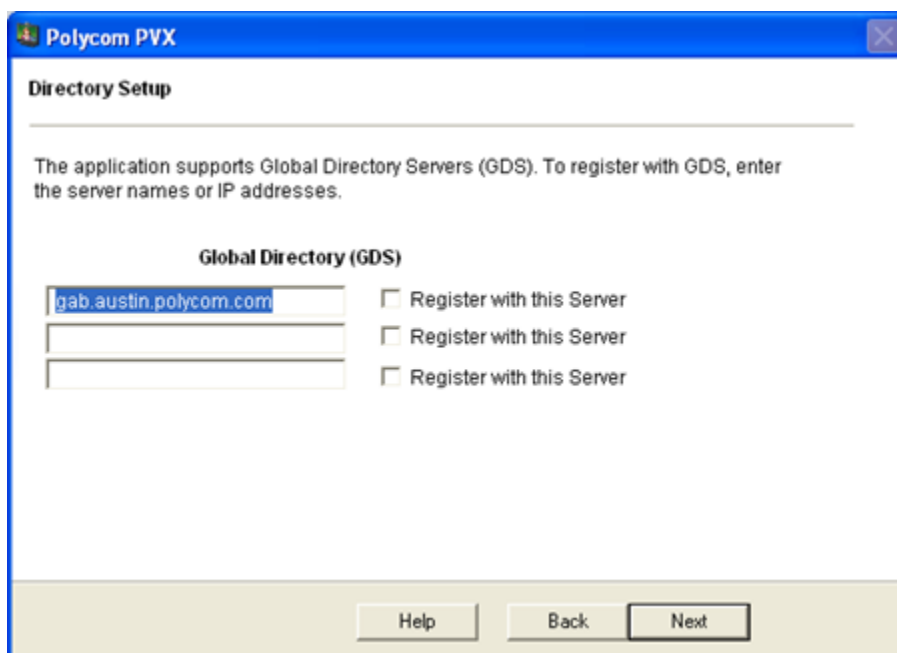


When document is printed it becomes an uncontrolled copy. Please refer to DCS system for most current version.

- b. If this is the first time logging into the software, please follow the instructions below. If you have logged in before, please skip to 3.2.
- c. Step 1: Select the language selection; "American English" should appear in the drop down box.

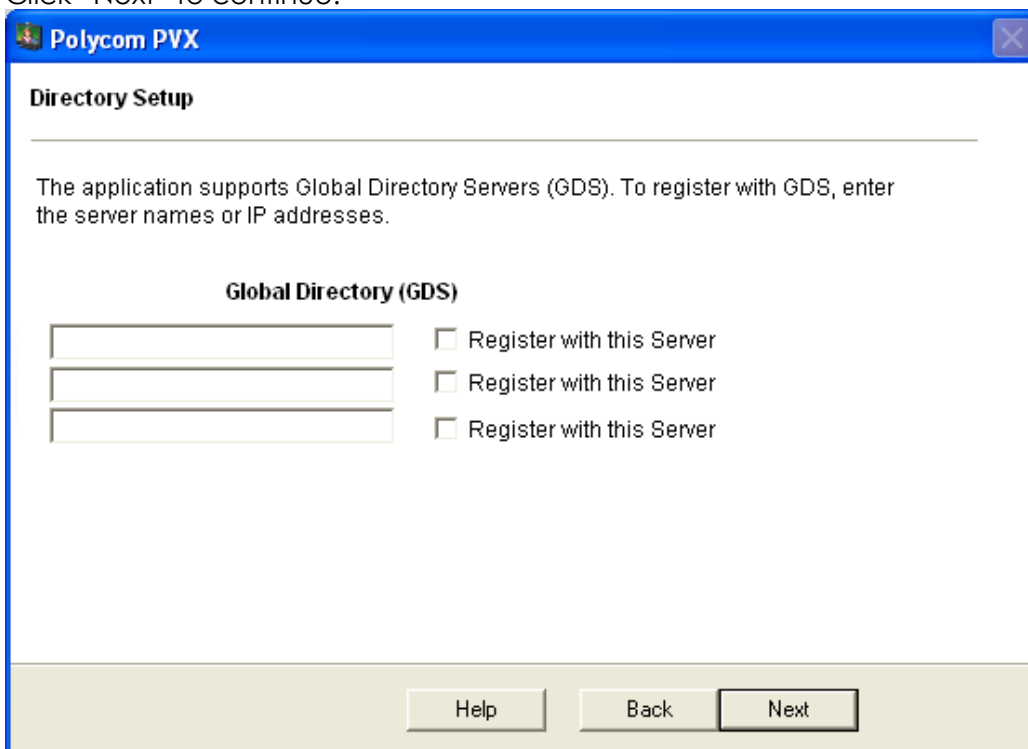


- d. Name and Email will appear in the corresponding windows. Click "Next" to continue.
- e. The Directory Set-Up screen will appear. Delete the highlighted Server address.

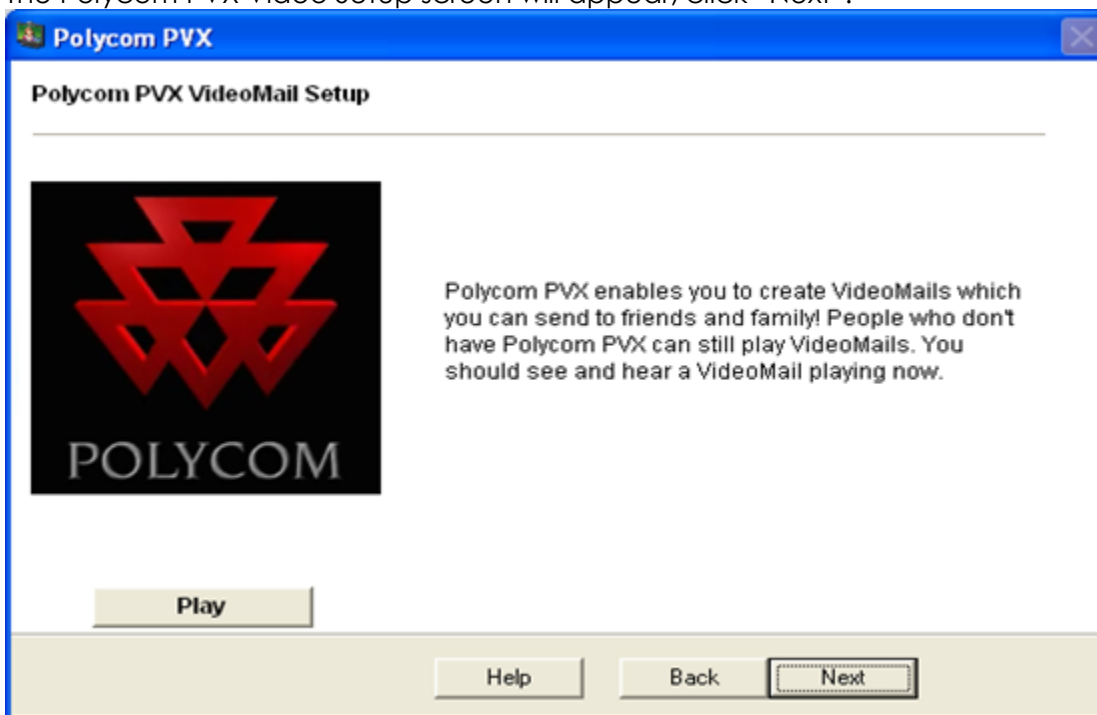


PROCEDURE

- f. When the Server address is deleted, the screen should appear as the one below. Click "Next" to continue.

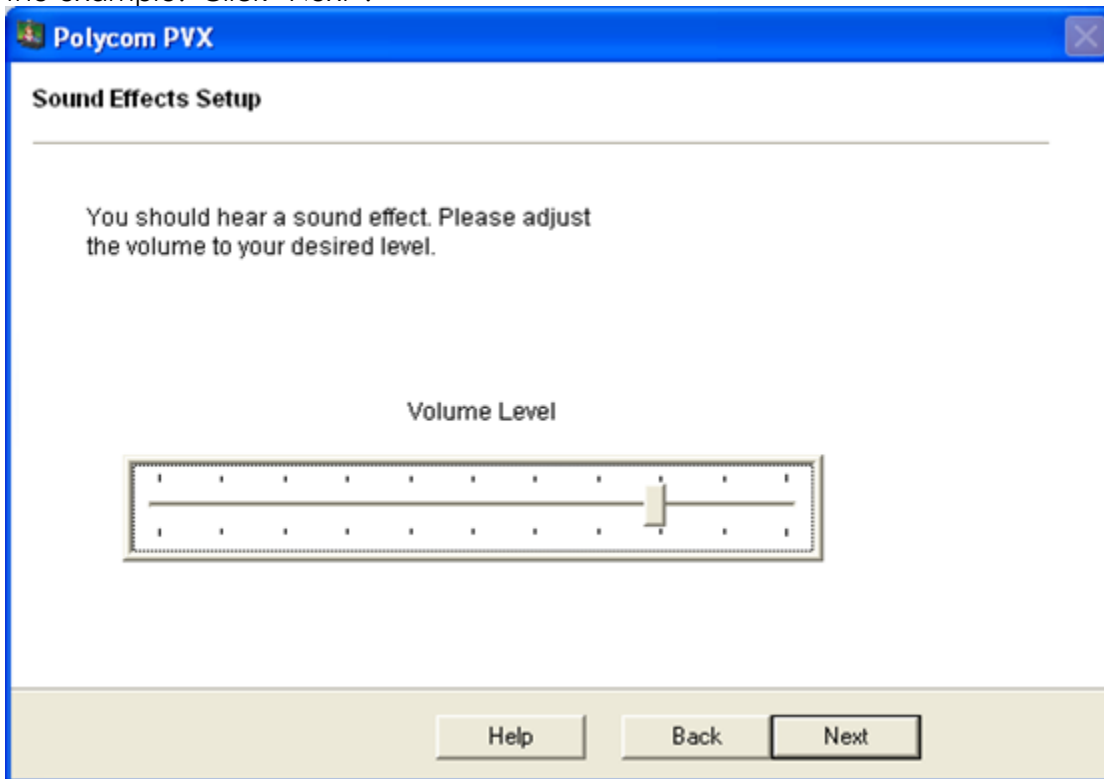


- g. The Polycom PVX Video Setup screen will appear; click "Next".

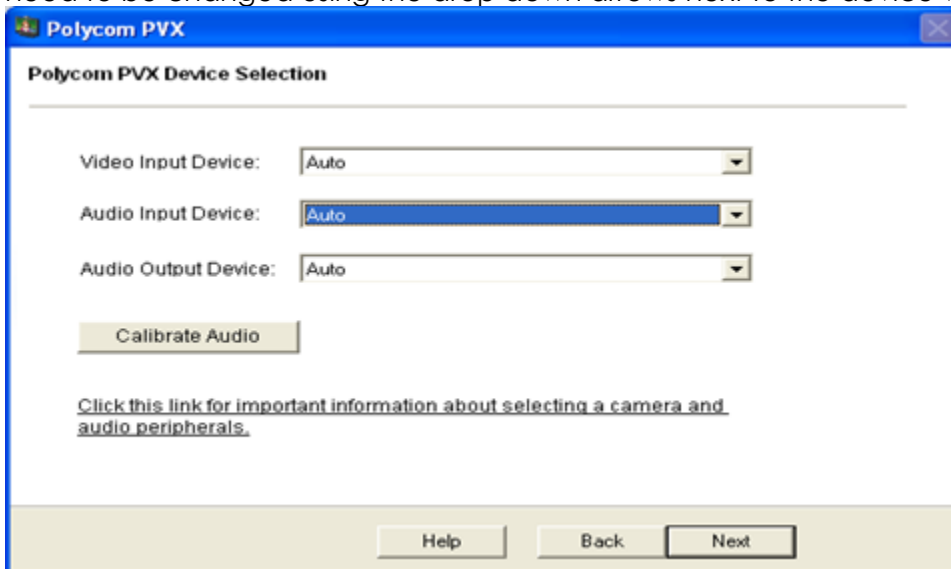


PROCEDURE

- h. The Sound Effects Setup will appear. Adjust the volume control to as shown below in the example. Click "Next".

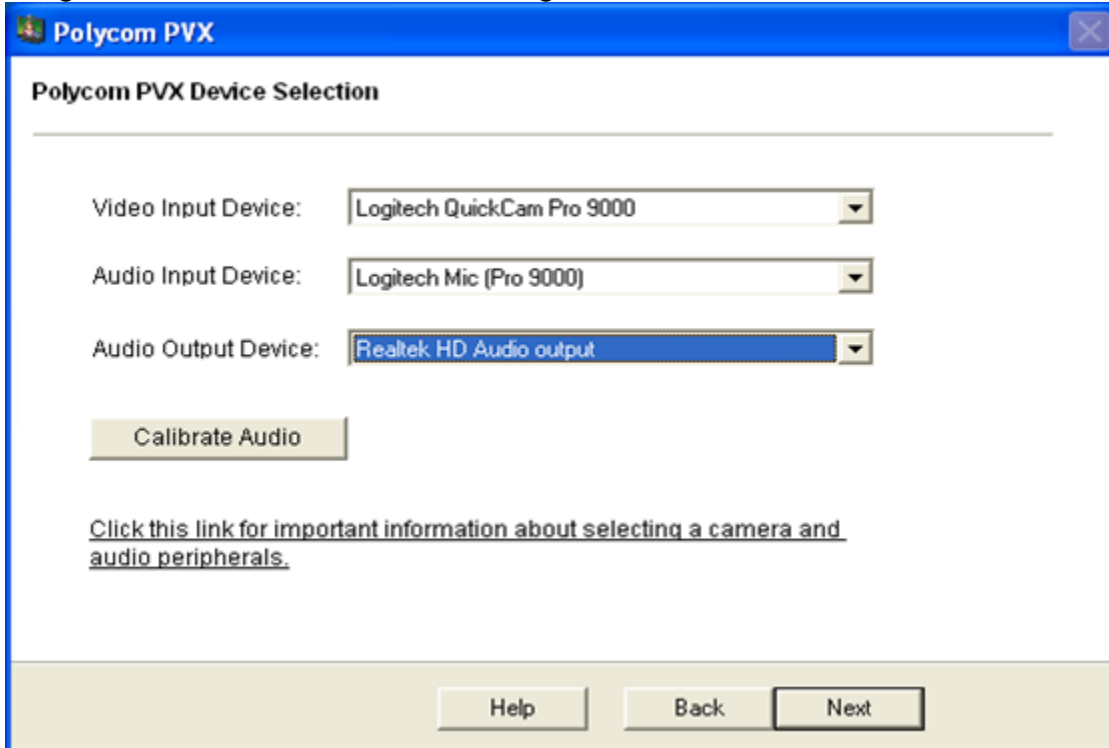


- i. The Polycom PVX Device Selection screen will appear. All of the "Auto" settings need to be changed using the drop down arrows next to the device windows.

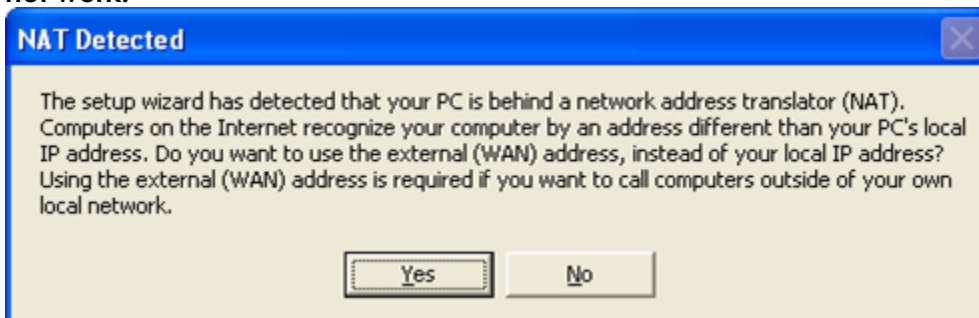


PROCEDURE

- j. Using the down arrows, select the setting as listed below and click "Next".

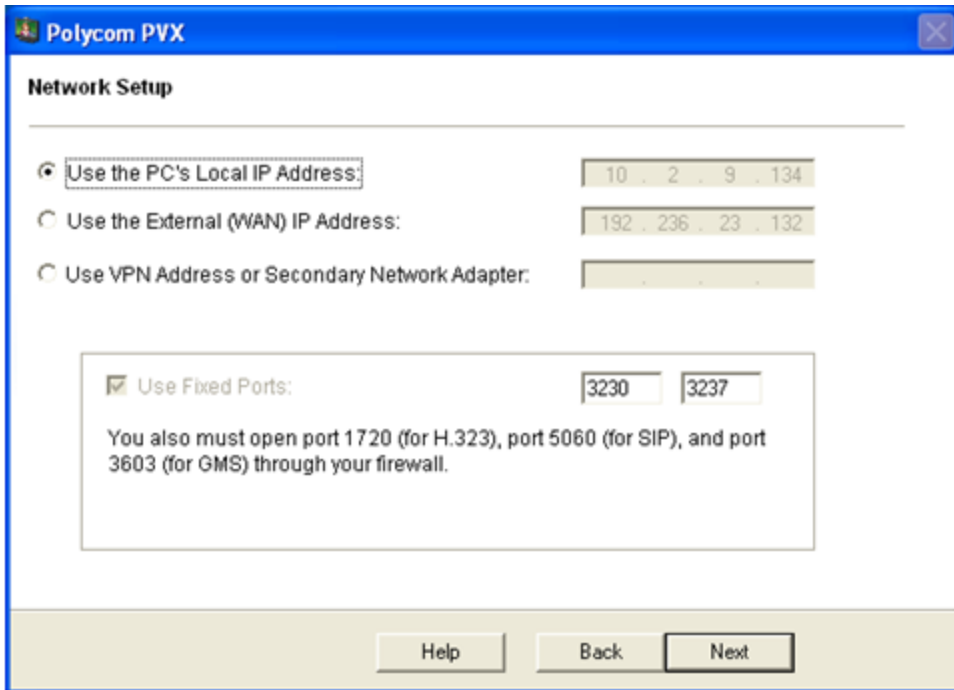


- k. The Nat Detected pop-up will appear. **NO must be selected or the video session will not work.**



- l. The Polycom PVX screen will appear. Check the "Use the PC's Local IP Address" and click Next.

PROCEDURE



m. The Setup Finish" window will appear. Click on "Finish".



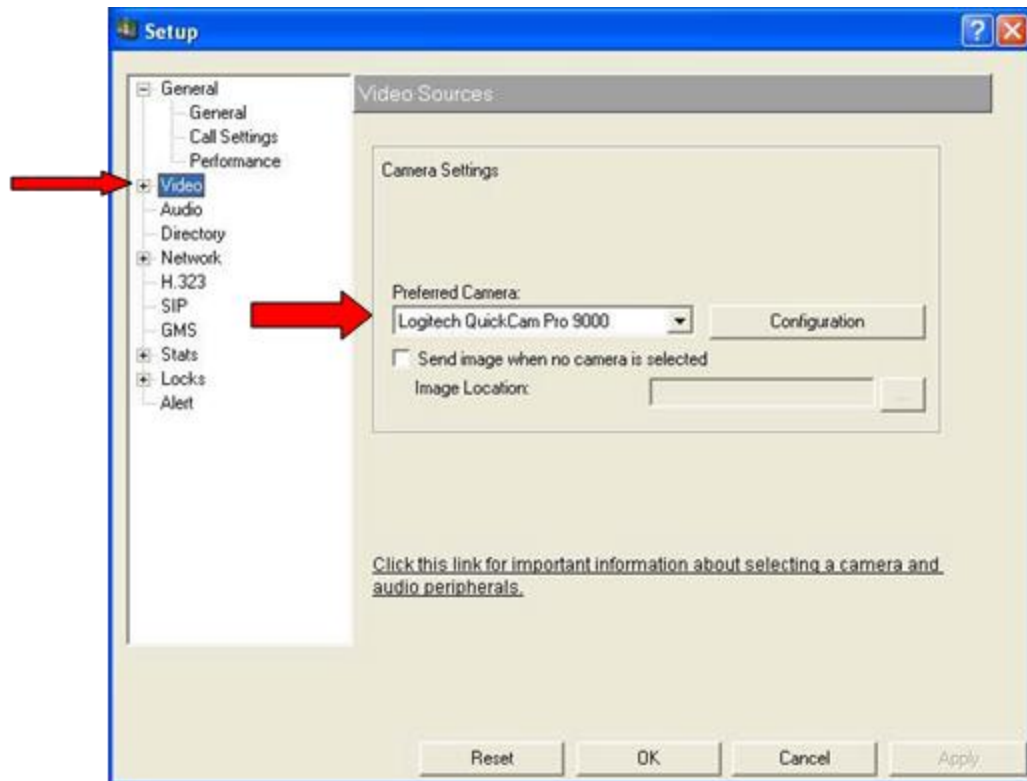
- 3.2. When the software setup is finished, the user's image will appear in the window.



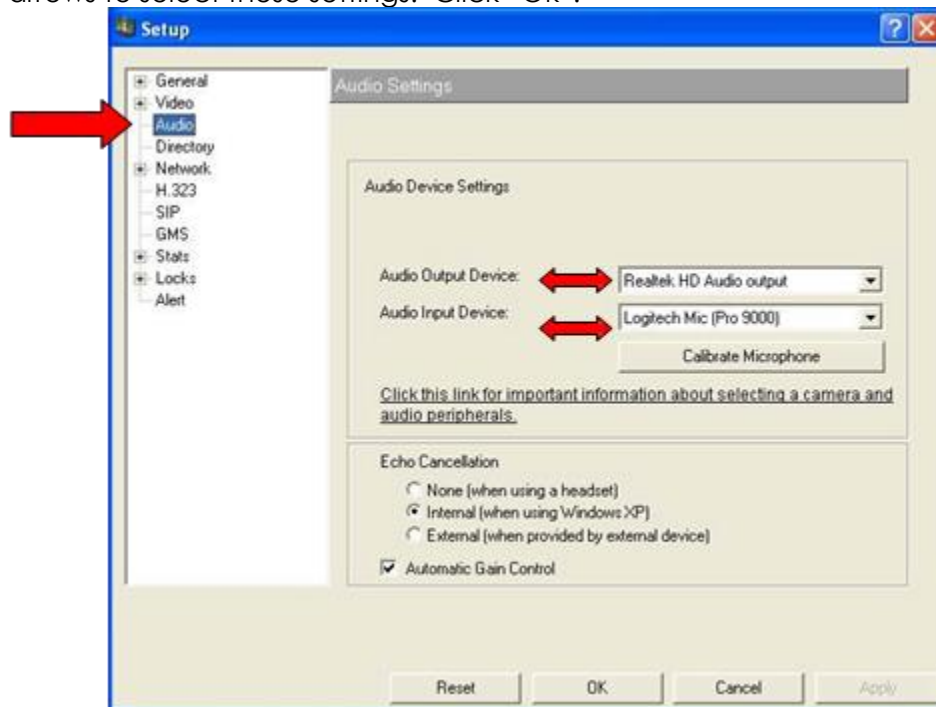
- a. If the image does not appear and the window is black or blue, click on the Setup button at the top left (wrench symbol), to check Setup.



- b. The Setup window will now open. Click on the "Video Tab". Logitech Quick Cam Pro 9000 should appear in the Preferred Camera drop down box. If it does not appear, click on the down arrow to select. Click Ok.



- c. If there is no Audio when the software is opened, click on the “Audio Setting”. The Audio Output Device drop down box should state “Realtek HD Audio output”. The Auto Input Device drop down box should state “Logitech Mic (Pro 9000)”. If either of these states anything different, use the drop down arrows to select these settings. Click “OK”.

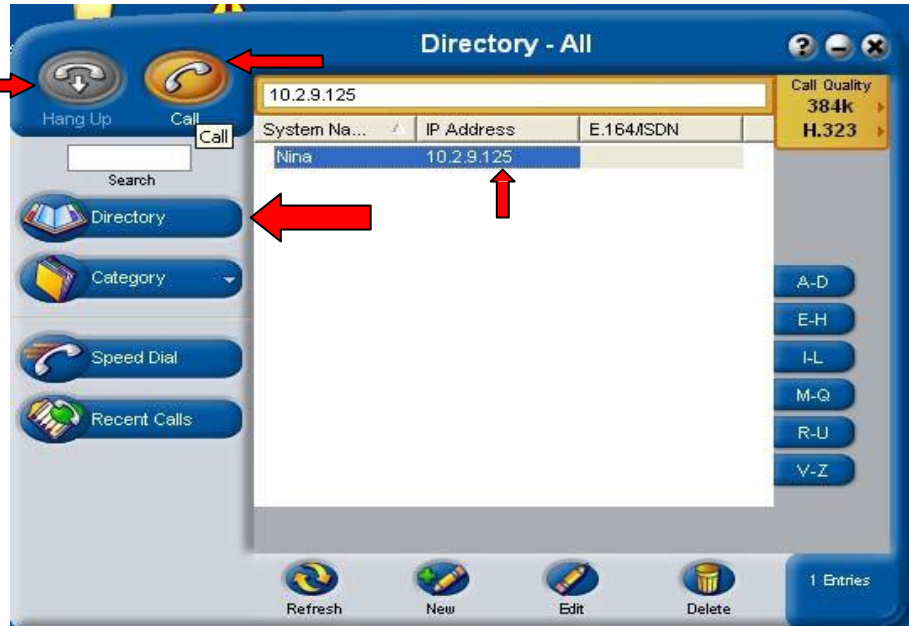


PROCEDURE



- 3.3. To place a call after the IP addresses have been added to the Directory
- a. Open the Directory by clicking on the Directory button.

- b. Highlight the sight the user is calling.
- c. Click on the Call button located in the upper left corner.
- d. To Disconnect the call, click on Hang Up.



- 3.4. To adjust the volume during a video connection
- a. Use the volume control on the bottom left of the window.

PROCEDURE

- b. Click on the small microphone to decrease the volume or the large microphone to increase the volume.



PROCEDURE

- c. To mute the microphone during a video connection, click the Microphone button located below the image. To un-mute, click the Microphone button again.



3.5. Picture in picture (PIP)

- a. During a connection, the distant site will be in the image box.
- b. If the user would like to see the image that is being sent during this time, click on the Picture-in-Picture (PIP) button below the image box.



c. When the Picture-in-Picture is on, the images will appear below.



d. To return to having only the distant site image in the box, click on the PIP button again.

PROCEDURE

### 3.6. Screen Display

- a. To increase the image to a full screen, click the Display button below the image.



PROCEDURE

- b. A yellow box will appear. Click on "Full Screen" to change the display layout.



- c. When the image is in Full Screen mode, the display button will relocate to the top of the screen (located to the left of the IP address).
- d. To switch back to the Main Window View, click on the Display button.
- e. A yellow box will appear. Click on "Main Window View".

PROCEDURE

### 3.7. Camera Control



- a. To control the camera at the distant site, click the "Controls" button at the lower right.

- b. A drawer will open with arrows to allow the user to move the camera left, right, up, and down.



- c. The plus (+) and minus (-) keys allow the user to zoom in or pan out.
- d. To close the drawer, click on the "Controls" button again.

### 3.8. Set-up Complete

- a. Be sure to add IP addresses to the directory.
- b. Please refer to PVX Directory Set-up procedure.

## 4. ADDITIONAL RESOURCES

- 4.1. References:  
N/A
- 4.2. Supporting documents available:  
N/A



**5. DOCUMENT HISTORY**

Version No.	Revision Description
1.0	Conversion from Policy Handbook to Document Control. Procedure: #4140.0

Live

PROCEDURE

**6. DOCUMENT PROPERTIES**

Primary Author: Elsen, Julianne M

Co-Author(s):

Approver(s): This document has been electronically signed and approved by: Meyer, Christopher L on: 1/29/2018 1:22:04 PM

This document has been electronically signed and approved by: Simon, Tammy A. on: 3/28/2018 11:47:09 AM

This document has been electronically signed and approved by: Krueger, Kori K MD on: 4/19/2018 7:29:09 AM

Live

PROCEDURE