


**TROUBLESHOOTING THE MEDVIZER
TELEMEDICINE UNIT**

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THERE IS NO POWER TO THE UNIT!



- Make sure the power is switched to the ON position on the power strip

THERE IS NO POWER TO THE UNIT!



- Make sure the power is switched to the ON position on the power strip

THERE IS NO POWER TO THE UNIT!



- o Make sure the plugs are connected to the power strip.

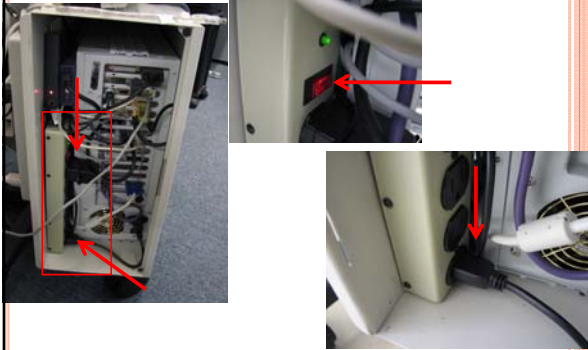


THERE IS NO POWER TO THE UNIT!

- o Make sure the power strip inside the case is turned on (there should be a red light on) and the power plugs are plugged in all the way.



THERE IS NO POWER TO THE UNIT!



THERE IS NO POWER TO THE UNIT!

- Make sure the black power cable is plugged into the power supply.
- This is located inside the case containing the computer.



THERE IS NO POWER TO THE UNIT!



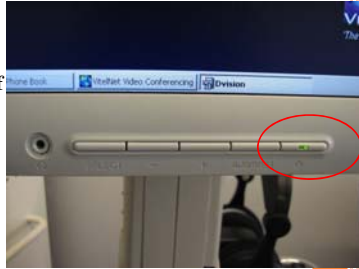
THERE IS NO POWER TO THE UNIT!

- Make sure the white power cable of the uninterruptable power supply is plugged into the wall or an extension cord.



THERE IS POWER BUT THE MONITOR WONT TURN ON!

- Make sure to power the monitor on by pressing the power button on the front of the monitor.



THERE IS POWER BUT THE MONITOR WONT TURN ON!

- Check and see if the power cable is connected to the back of monitor.



THERE IS NO VIDEO SIGNAL!

- First make sure the video camera has power. There should be a green light below the word power.



THERE IS NO VIDEO SIGNAL!

- If there is no green light, check behind the camera and make sure the power switch is turned on.



THERE IS NO VIDEO SIGNAL!

- Ensure that the cables to the video camera are plugged in and hooked up properly. These will be located behind the camera.
- A properly set up camera should look like the following picture.

THERE IS NO VIDEO SIGNAL!



EVERYTHING WORKS BUT I CANT CONNECT TO THE COMMAND CENTER!

- o Make sure your Ethernet plugs are correctly plugged into the proper wall receptacles.



EVERYTHING WORKS BUT I CANT CONNECT TO THE COMMAND CENTER!

- o Make sure the computer has an Ethernet cable hooked up and the Ethernet card is blinking orange, green, or both.



THERE IS NO SOUND!

- o If you cannot hear any sound, make sure you have the sound toggled to the speakers.
- o Press the button labeled speaker to hear from the speaker, or headset to listen from the headset.



THERE IS NO SOUND!



THE OTHER SIDE CANNOT HEAR ME!

- Make sure the microphone is engaged into the ON position.



A red dot on the switch indicates the microphone is on and ready to transmit. To mute the mic slide the switch down.



THE OTHER SIDE CANNOT HEAR ME!

- Make sure the microphone cable is plugged in properly.



I AM STUCK ON LOG IN TO WINDOWS!

- o If you are prompted to log in to Windows 2000, enter the **username**: vitelnet and the **password**: trauma123
- o If trauma 123 does not work, try trauma911 or vn.



I DON'T HAVE A LOGIN FOR MEDVIZER!

- o If you do not have an account to log into the MedVizer program, please see your telemedicine director. He or she has admin privilege which will allow new accounts to be created.
- o If it is an absolute emergency you can try to login using username: guest password: guest



I CANT MOVE THE UNIT, IT'S STUCK!

- o The wheels of the unit have locks on them, make sure they are disengaged before moving the system!



I CANT EXIT THE PROGRAM!

- o The only way to exit the program is to click the exit button on the MedVizer screen.



I NEED MORE HELP!

- o If you cannot get the machine working please call Network Support at (520)626-6978.