

Clinical InfoNet First Call



Clinical InfoNet

THE FACE TO FACE MEETING PLACE FOR
HEALTHCARE PROFESSIONALS

Videoconferencing Communication Tool

Clinical Information Network

8283 North Hayden Road, Suite 270
Scottsdale, Arizona 85258

Corporate Web site: www.clinicalinfony.com

Copyright 2004-2006 by Clinical Information Network and FaceToFaceMeeting. All rights reserved.

This publication is proprietary to Clinical Information Network and is intended solely for use by Clinical Information Network customers. This publication may not be reproduced or distributed for any purpose without the written permission of Clinical Information Network.

The information Clinical Information Network furnishes in this publication is believed to be accurate and reliable. However, Clinical Information Network assumes no responsibility for its use. Clinical Information Network also reserves the right to make changes to the publication at any time without notice.

Trademarks

Clinical Information Network, Clinical InfoNet, and Clinical InfoNet.com are registered trademarks of Clinical Information Network. FaceToFaceMeeting, and FaceToFaceMeeting.com are registered trademarks of FaceToFaceMeeting.

Clinical Information Network has attempted throughout this publication to distinguish proprietary trademarks from descriptive terms by following the capitalization style the manufacturer uses. Every effort was made to supply complete and correct information. Any error in identifying or reflecting any proprietary marks or notices is inadvertent and unintentional.

Printed in the United States of America
P/N 2003 02/06 rev. A



First Call

Welcome to Clinical InfoNet. This manual is intended to assist you with making your first call with the Clinical InfoNet application.

Your user ID is the identity that is used by other parties to call you. Clinical InfoNet also provides your initial password.

To conduct a video call with another subscriber, you need the subscriber's user ID in the same way you need the telephone number to place a phone call.

The computers that are running the video call must be connected over a working IP network connection, such as an intranet or the Internet connection.

Starting Clinical InfoNet and Logging on

To start Clinical InfoNet, you may have up to three options:

- If configured to do so, Clinical InfoNet starts automatically.
- Start the program manually by double-clicking the **Clinical InfoNet** desktop icon.
- Start the program manually from the Start menu by clicking **Start > Programs > Clinical InfoNet > Clinical InfoNet**.

If you are not already logged on to the conference server, follow the procedure below.

To log on to the conference server:

1. From the Clinical InfoNet main window, click the **Logon to server** button. A contextual menu appears.



Figure 1-1. Logon to server button with current status of logged off

2. From the contextual menu, do one of the following:
 - To log on to a server as a new user, select Log on new user.
 - To log on to a server with an account that you have already set up, select it from the list at the bottom of the contextual menu.

3. In the *user account data* dialog box, depending on your choice in step 2, do the following:
 - If you are logging on as a new user, type your **User ID** and the name of the **Server** in the appropriate text boxes. Then click **Logon**.
 - If you are logging on to an account that you have already set up, skip to step 4.
4. In the **Password** text box, type your password. Then click **OK**. You are logged on to the server. After you are successfully logged on, a confirmation appears.
5. Click **OK** to exit the log on process. The Logon to server button shows a green color to indicate that you are currently logged on to the server.

Making Your First Video Call

Make your first video call by clicking the Call button.

To initiate a call using the Call button:

1. From the main window, click the **Call** button.



Figure 1-2. Call button

The Dial dialog box appears.

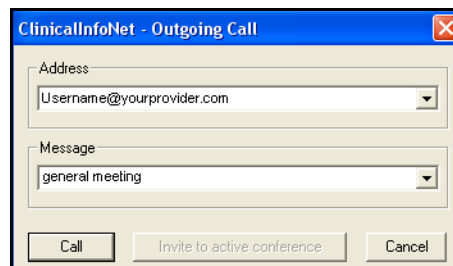


Figure 1-3. Dial dialog box

2. In the **Address** list box, type the user ID of the subscriber you are calling. In the **Message** text box, you may type a short message to the person you are calling.
3. Click **Call** to initiate the call.

The Clinical InfoNet main window provides information such as contacts, missed calls, active connections, call history, activity log, and call statistics, while the video call subjects and local video are displayed in picture-in-picture format in the local video window.

The caller's video (your image) appears when you initiate a call. The person you are calling appears when the call is answered.

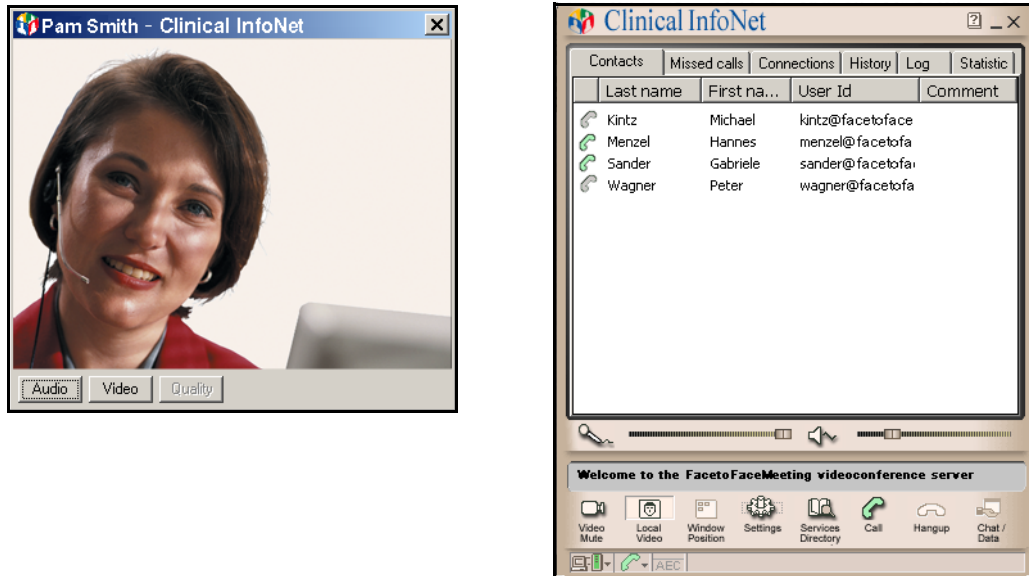


Figure 1-4. Local video window and main window



Additional Information

This chapter provides suggestions if you encounter problems with your audio or video during the call. The end of the chapter also provides more advanced call function as well as instructions on how to end the call.

Adjusting Settings

If you encounter problems with the audio or video, try adjusting the following settings:

- Communication
- Audio
- Video

To access the Settings dialog box, on the Clinical InfoNet main window, click the **Settings** button.



Figure 2-1. Settings button

Communication Settings

Manage video to compensate for participants' movements, bandwidth, and conference settings from the **Communication** tab.

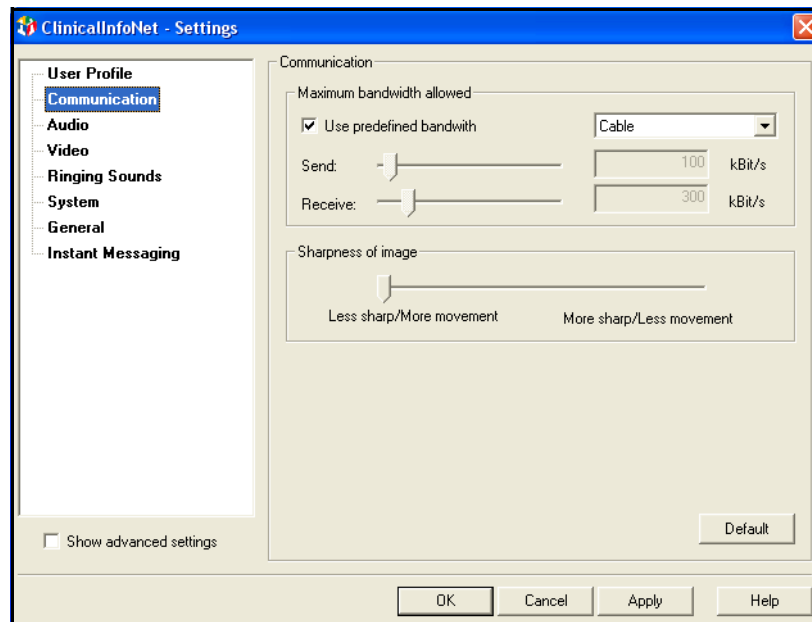


Figure 2-2. Communication settings

Maximum bandwidth allowed Specify the maximum amount of bandwidth the system can use for sending and receiving. You can click the **Use predefined bandwidth** check box, then choose your connection type, such as cable or DSL from the drop down box.

Alternatively you may set the bandwidth manually. The maximum is 2000 Kbps. When setting manually, you test the speed of your connection with an online utility such as www.dslreports.com. Set your send and receive bandwidth to 10 percent below the test result.

NOTE: You may have the capability to receive 1000 Kbps, or some other amount, but the caller on the other side may only be capable of sending 100 Kbps. Therefore, you will only be receiving at 100 Kbps. In a multipoint conference, the bandwidth usage rises accordingly to number of participants. If all users are sending 100 Kbps, and there are 4 users, you will be able to receive up to 300 kbps, depending on how the conference server manages the network.

If the video quality is poor during a conference, reduce your send and receive bandwidths. The network could be congested at that time and you should adjust the settings accordingly.

Image sharpness You can influence the quality of the video you receive from a caller by balancing the sharpness. With video compression there is a compromise between the transmission of fast movements and clear pictures. With the slider you can adjust the sharpness according to your needs. These settings can be applied in real time during a conference. To change the settings instantly, click **Apply**.

Audio Settings

Access audio settings from the **Audio** tab.

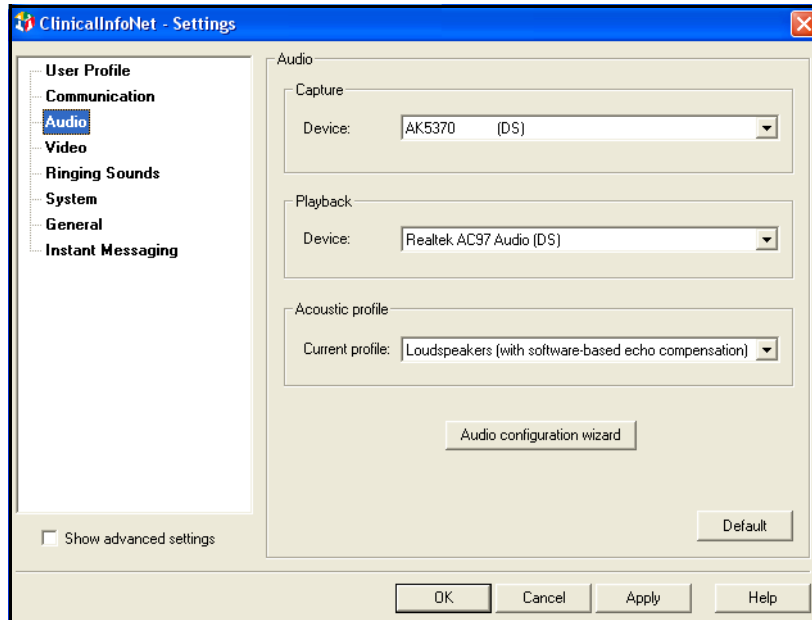


Figure 2-3. Audio settings

Capture / Playback In case you have an additional microphone (capture) or more than one sound card (playback) use the appropriate list to select the device. The device you select in the lists for capture and playback are usually the same. **Clinical InfoNet recommends you always use an external microphone.**

NOTE: Depending on your operating system and type, some sound cards can only be used by one application at a time. Thus, if you are playing or recording any other sounds, while you are in a video call, you may not be able to hear or speak to the other party.

To reset audio settings to their default values, click **Default**.

Acoustic profile The current acoustic profile is automatically selected by the audio configuration wizard. In cases where you want to manually select the profile, you have three options: headset, loudspeakers with software-based echo compensation, or loudspeakers with external echo compensation.

Audio configuration wizard If you have changed your audio hardware or otherwise require the program to assist you with a reconfigure of your audio settings, click the **Audio configuration wizard** button to begin running the wizard.

Advanced settings and Push To Talk Feature Echo cancellation is available only with Windows XP. It enables additional features when your setup includes speaker and microphone instead of a headset. The acoustic echo cancellation feature detects and eliminates the additional echo that results from the speaker/microphone setup. You can confirm you have echo cancellation by checking the **Statistic** tab on the main window during a call. In the outgoing picture area, if your *AEC* setting reads N/A, you do not have echo cancellation. You may need to update Direct X and/or the driver for your sound card.

To minimize echo, use a unidirectional microphone only and position the mic as near as possible to the person(s) speaking. Also, position the loudspeakers so that the microphone does not pick up sound from them directly.

During a multipoint conference, if there is no echo cancellation available or if echo cancellation is interrupted for more than 5 seconds, the Push To Talk (PTT) button appears. Click **Advanced** to specify properties for this feature. See *Push To Talk Feature in Multipoint Conferences* on page 33 for more information on advanced audio settings.

Video Settings

Access video settings from the **Video** tab.

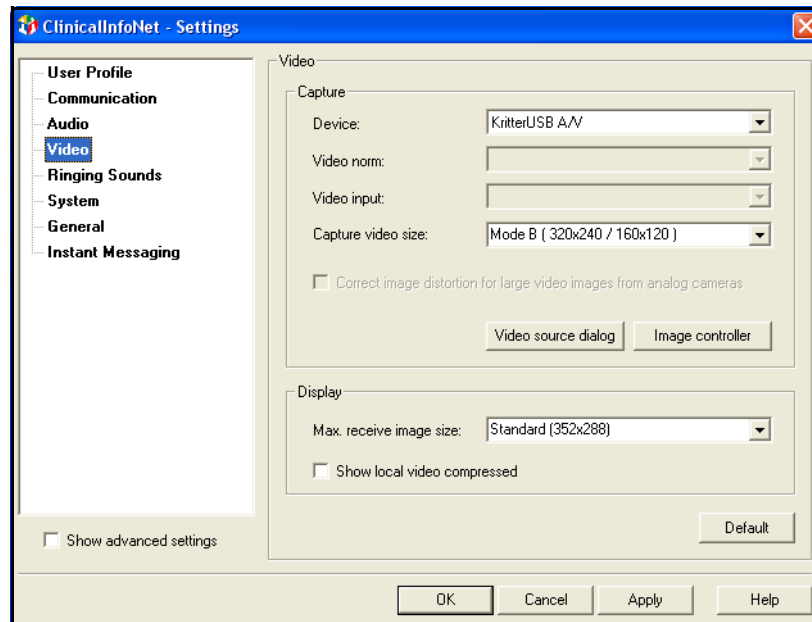


Figure 2-4. Video settings

Capture Your camera is automatically detected. However, if you have more than one camera installed, you can select the desired camera. If available, the **Video norm** setting allows for the adjustment of the maximum frame rates up to 30 FPS for NTSC cameras. This setting is important for gaining maximum quality.

There are three options for **Capture video size**. Typically, you will use Mode B (320 by 240 pixels for large view and 160 by 120 pixels for small view). There is also a high-resolution Mode C that displays at 640 by 480 pixels. For Mode C, it is recommended that you activate the option to **Correct image distortion from large video images from analog cameras**.

The **Video source dialog** is the settings dialog box that comes with your camera. The parameters are set manually. It is important to set the right input in case your video capture device has more than one. Often you find a Composite input (also called PAL) and a S-VIDEO input. Depending on the Driver for your card, there may be sliders to adjust brightness, contrast, saturation, etc.

USB cameras usually do not supply such a dialog box, but have an **Image controller** dialog box instead. This button opens a dialog box to adjust brightness, contrast and saturation of your camera image.

NOTE: The Video source dialog box may not appear on top of the other windows. It may be necessary to minimize other windows to view the video source dialog.

Display The standard setting is 352 by 288 pixels for the maximum image size you can receive. However, you can select a high-resolution setting of 704 by 576 pixels.

If you check **show local video compressed**, you will see your own video in the same quality as the remote site. This gives you a direct feedback on how your motions influence the quality of the compressed video.

You may also access this feature by right-clicking in the Local Video window.

Advanced video settings Typically, it will not be necessary for you to access the advanced video settings. By default, three **Display and window handling** settings are automatically selected: support for full screen mode, display without borders in full screen mode, and automatic use of picture-in-picture in full screen mode. However, you may check the **Allow scaling above 200%** setting to have the option of displaying a larger picture for the video. This feature can be especially useful for higher-resolution monitors.

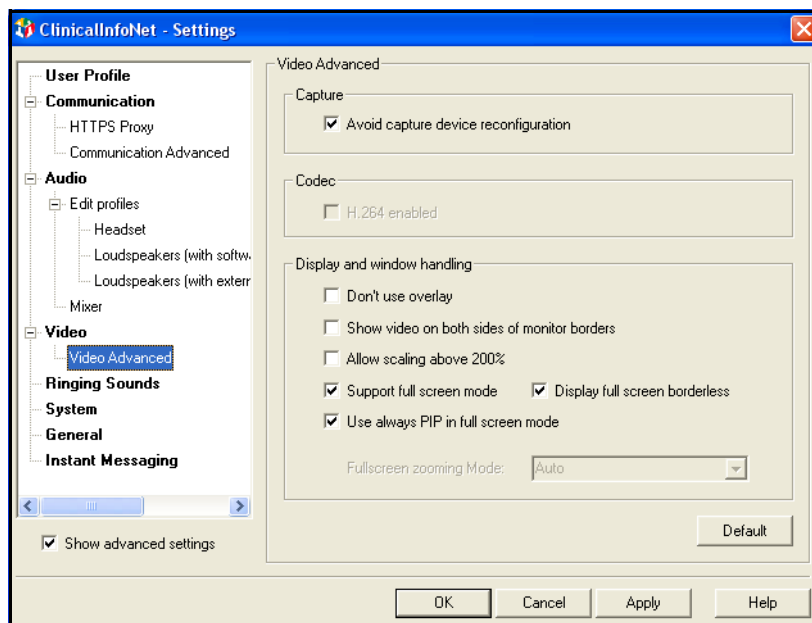


Figure 2-5. Video advanced settings

Callback Feature

If you click the **Call** button while you are already in a call, *Dial* dialog box appears. Click **Callback** to place your current call on hold and the new call is initiated as a callback. Alternatively you may decide to invite the person you are calling to a conference already in progress by clicking **Add to active conference**.

Resuming Calls

After you have completed a call, you may want to resume any calls that are on hold. If there are one or more calls on hold, a dialog box displays a list of all connections. You can do one of the following:

- Select the call you want to resume, and then click **Activate**.
- Select a call you want to continue holding, and then click **Later**. You can return to the call by doing the following:
 - Click the **Local Video** button to switch to list view or drag video out of the main window to activate the list view.



Figure 2-6. Local Video button

- Click **Connections**. Then right-click the call in the list, and then select **Activate**.

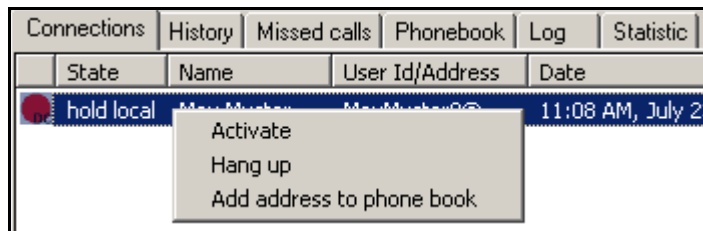


Figure 2-7. Dialog box to resume calls

Ending the Call

Either you or the caller on the other end of the call can choose to end the video call.

If you want to end a call, click the **Hangup** button.



Figure 2-8. Hangup button



Clinical InfoNet

THE FACE TO FACE MEETING PLACE FOR
HEALTHCARE PROFESSIONALS