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MEDINBOX TROUBLESHOOTING MEDINBOX AIRxLINK

USER GUIDE



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Introduction

This manual contains all the necessary information to use Medinbox Link with the Medinbox Air system.

Intended Use

Medinbox Link is a platform designed to create live sessions, enable screen sharing, and provide audio/video connectivity. It can be used in medical environments for technical support, education, training, information sharing, and peer-to-peer consultation.

Medinbox Air allows screen sharing and audio/video connectivity for the same purposes.

Contraindications

Medinbox Link should not replace an attending physician responsible for clinical decisions. Medinbox Air should not be used as a substitute for a qualified doctor.

Warning

Medical procedures must be performed by trained and qualified physicians. Medinbox should not be used by a remote physician to direct medical actions or influence the decisions of the on-site practitioner.

Medinbox implements security measures to anonymize collected data in compliance with personal data protection regulations. Users must ensure that no personal information, such as names, faces, or patient health data, is collected when using the system.

Users must verify the compatibility and correct configuration of their infrastructure before using Medinbox Link. The application must be used in accordance with Medinbox's provided guidelines.

Aircam (camera)

Situation

- When you try to move Camera 1, it's actually Camera 2 that moves instead (and vice versa).
- The cameras don't show up at all.
- The cameras lose the screen capture or the tracking feature.

Issue

The two Air system cameras have fixed IP addresses and a unique connection direction. The malfunction is caused by incorrect camera connections.

Solution

The two Air system cameras have fixed IP addresses and a unique connection direction. The malfunction is caused by incorrect camera connections.

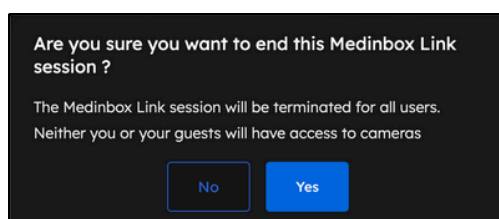
1. Exit the current session.

Note: If the cameras are swapped without exiting the ongoing session, no changes will be registered by the system.

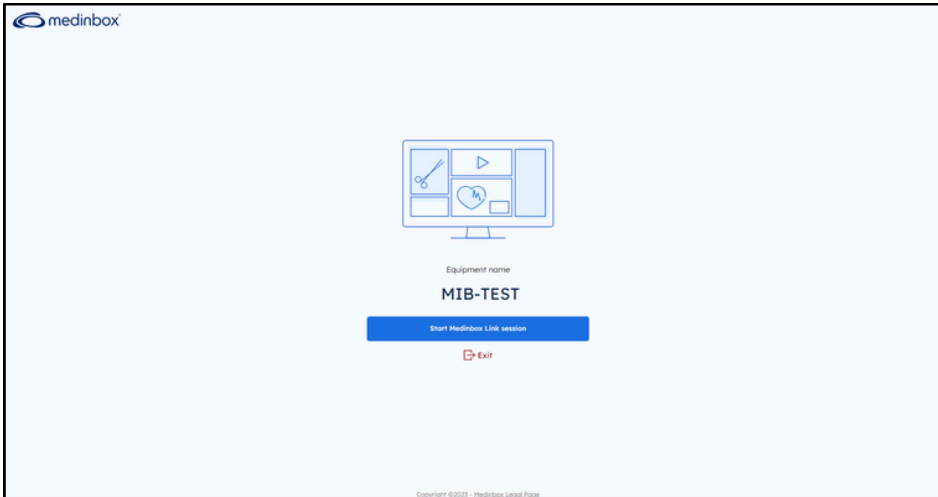
End the Link session by clicking the "Stop" button on the toolbar.



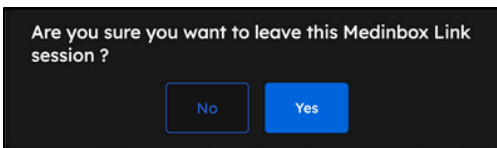
Confirm the action in the pop-up window.



You will then be redirected to the homepage.

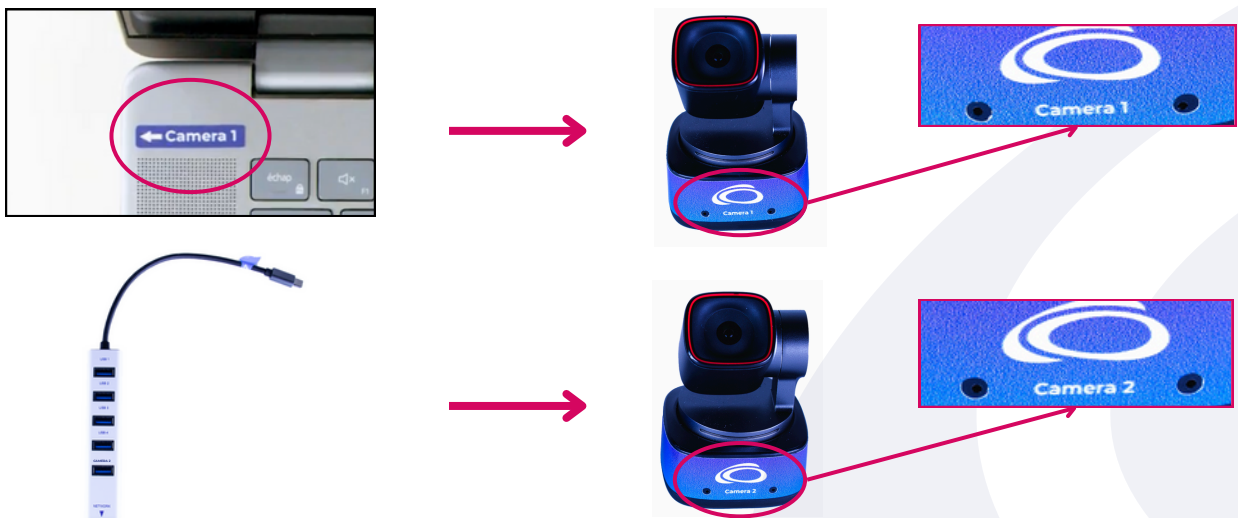


Leave the Link session by clicking the "Leave" button on the toolbar. Confirm the action in the pop-up window.



2. Disconnect the two cameras located on the left side of the computer and the USB hub.

3. Check the labels "Camera 1" and "Camera 2" on the cameras, as well as on the computer (for Camera 1) and on the USB hub (for Camera 2).



4. Reconnect the cameras carefully, ensuring proper labeling ("camera 1" and "camera 2").

Layout Management

Situation

The user wants to start a stream.

Issue

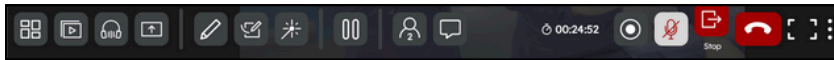
No video source appears on the screen.

Solution

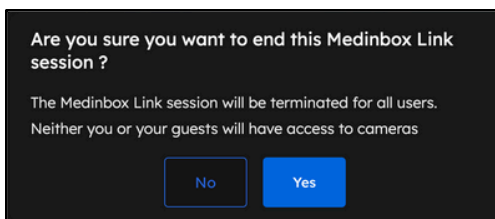
The video converter (labeled "videocapture") is not recognized by the Medinabox Air system.

1. Exit the current session.

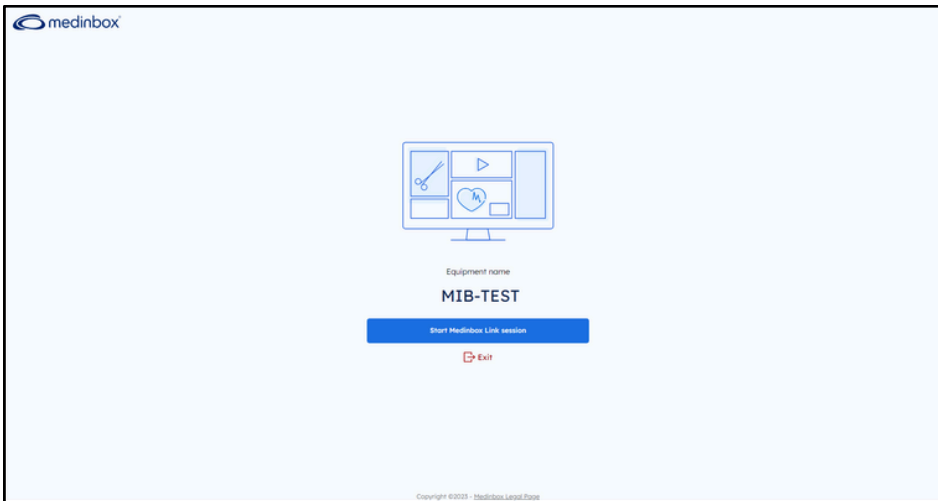
End the Link session by clicking the "Stop" button on the toolbar.



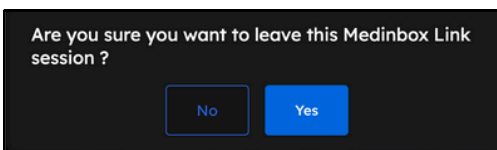
Confirm the action in the pop-up window.



You will then be redirected to the homepage.

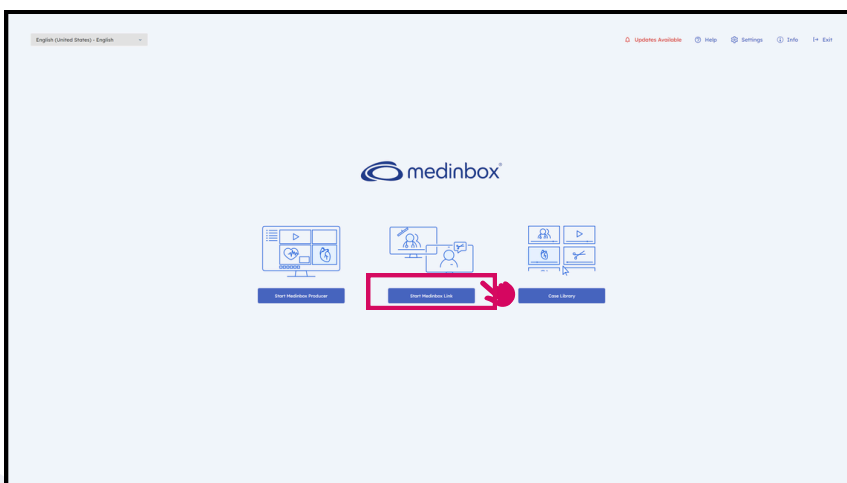


Leave the Link session by clicking the "Leave" button on the toolbar. Confirm the action in the pop-up window.



2. Log in and restart a Link session. The video sources will reappear.

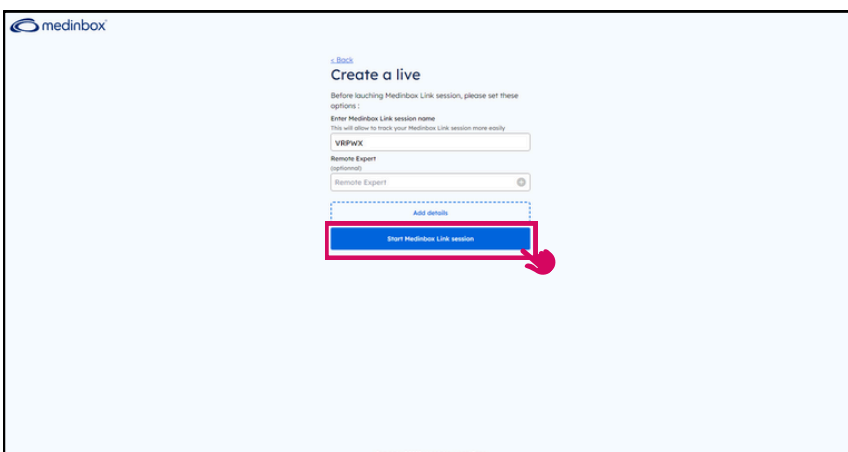
When opening the software Medinbox, click on "Start Medinbox Link" to launch Link.



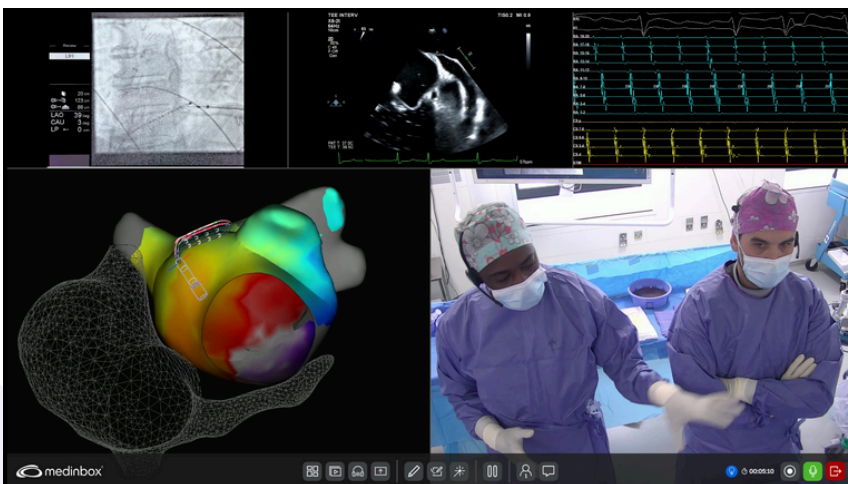
Wait a few seconds for the launch.



Click on the “Start Medinbox Link Session” button.
Upon initiating the session, you will be directed to the “Create live” screen.



When the session starts, the following Medinbox screen will appear.



Headsets

Situation

The user turns on the Medinbox Air system to start a stream.

Issue

The headsets are not working (desynchronized) or not recognized by the system.

Solution

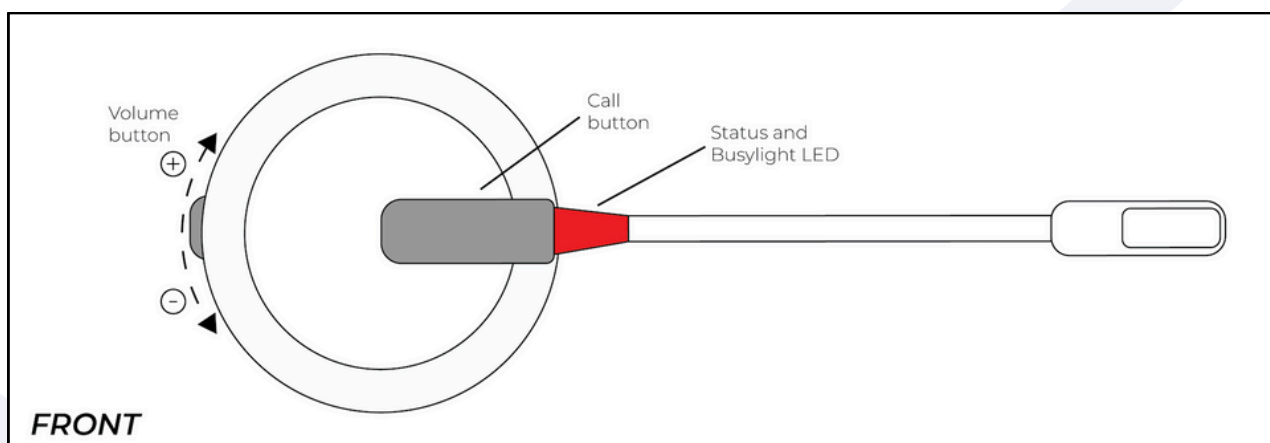
1. Run the Windows update (if there is one), as it may disrupt our settings.
2. Hold the dongle button for 3 seconds to enter pairing mode.

Note: This action forces the headset to reconnect.



3. Press and hold the "call button" and "mute button" simultaneously for 5 seconds.

Note: The user will hear "GAP pairing" when the headset is successfully connected.





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