IGEL UD3 SETUP

SETTING UP THE IGEL DEVICE

Note: When setting up the IGEL device for the first time, or after significant updates, certain parts of this process can take up to 10 minutes. Wait times will vary for each user and may not be explicitly noted in this instructions.

For RADIT: Before setting up, ask the user what type of device they will be using for dictation.

1. IGEL device comes in a box that says IGEL WORKSPACE on it.

   a.

2. The box will contain four items. Plug the power cord & power supply into the IGEL device as well as a wall outlet but do NOT turn on the device at this time.
   a. RADIT will provide an Ethernet cable for the user to plug directly into an internet port and the IGEL device
   b. RADIT will provide a speech mic

Power supply

Stand mount

Power supply cord

IGEL device

3. The standing mount for the IGEL device is optional. If desired, the screw is taped to the bottom of the standing plate and the user must screw it in.

a.

4. There are multiple ports in the back and front of the IGEL device. **Before turning on the device**, plug in all your peripherals.

   a. Plug the keyboard and mouse into the back two USB ports
   b. Plug the speech mic into the front USB port (not pictured)
   c. Plug the power cord into the power port
   d. Plug in the Ethernet cable (if not using Wi-Fi). If the Wi-Fi connection seems slow, try the Ethernet cable.
   e. *For monitor plug-in instructions refer to the next section*

Display ports

Power

USB ports for keyboard & mouse

Network port for Ethernet cable (If not suing Wi-Fi)
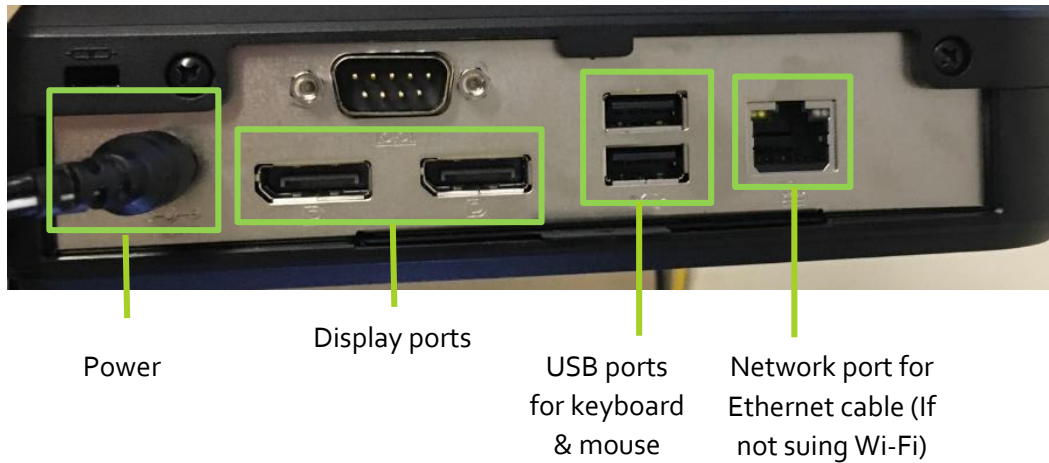
SETTING UP THE MONITORS

5. The 27inch 4k monitor will go on the right of the user's workstation and the non-4k monitor will go on the left.
6. Ensure that the 4k monitor's power switch in the back is flipped to 'on' (circle protruding)

a.

7. Plug in the power cord for the 4k monitor to the back of the monitor and to a power source.
8. Plug the D port cable into the back of the monitor and then into the D port on the IGEL device.
    a. The D port cable will look similar to this. Note, to get it out the user will have to pinch first and then pull straight out.

Pinch here
before
pulling
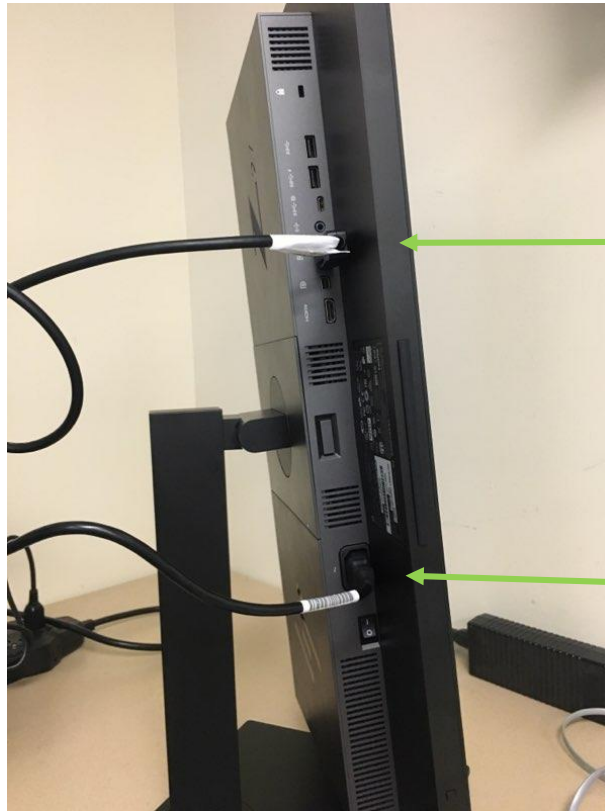
D port cable

Power cable

b.

D ports on back of IGEL device. This is where monitors will be plugged in.

c.

9. Plug in the power cord for the non-4k monitor to the back of the monitor and to a power source.
10. Plug the D port cable into the back of the monitor and then into the D port on the IGEL device.
11. **It is important here for the user to know which monitor is plugged into which D port. RADIT will label the cables to keep them straight.**
12. Press the power button on the IGEL device to turn it on. The button only takes a very light touch; it does not 'click'. A blue light will tell you that the device is on.
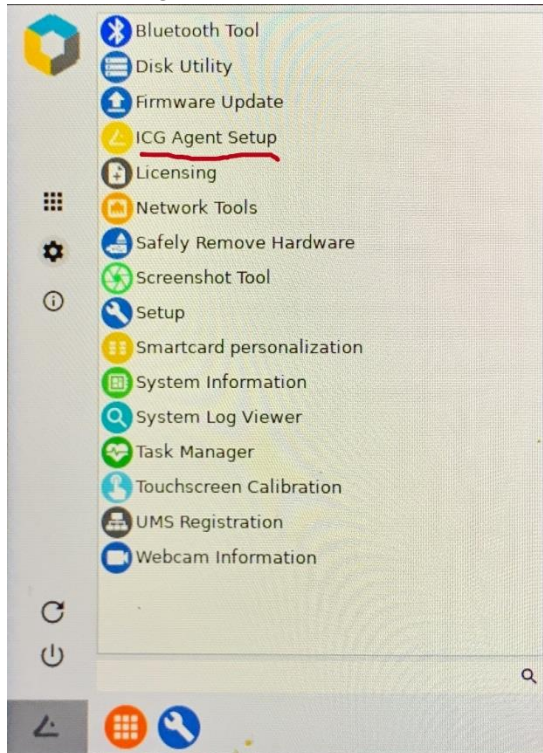
a.

13. Set up the IGEl so that IT is able to remotely configure:
    a. Select what would be the 'start' button on the very bottom left of the monitor
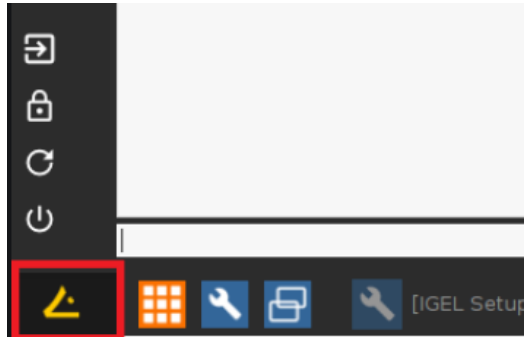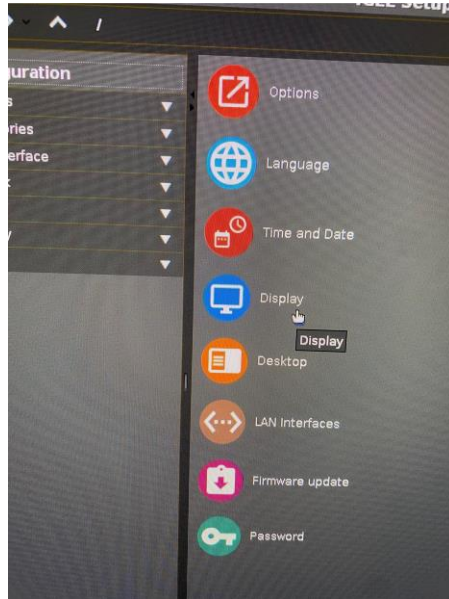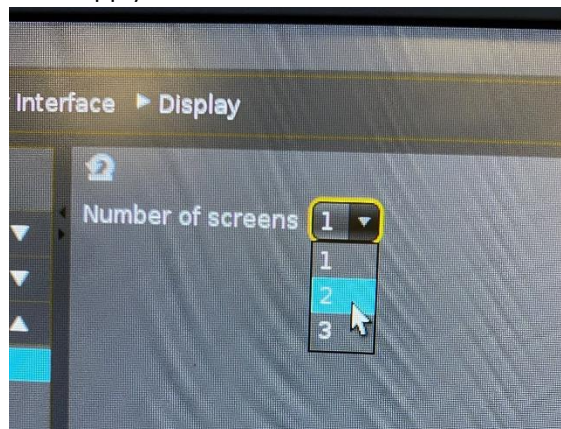
    b.
    c. Select ICG Agent setup

    d.
    e. Type in the following as they are prompted:
        i. Address: icg.medical.washington.edu
   Structure Tag: offsite
           password: igel_RAD_key

1. Select the wrench icon from the toolbar and then select display

   a.

2. If the number of screens in the top-left corner of the screen is automatically set to 1, change it to 2 and click Apply.

   a.

3. The user should now see both monitors detected. Drag and drop the monitors until the order makes sense (the user can move their mouse from right to left continuously across the top of both screens) then click OK.

4. Clicking the icon below automatically aligns both monitors at the top of the screen, which can be helpful.
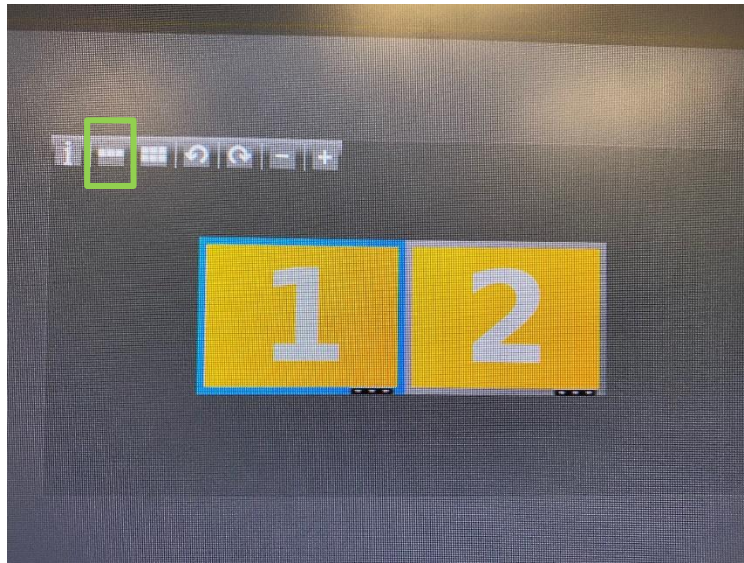
a.
b. To detect which monitor is which, click on the 'i' icon. User will need to click Close to exit.


c.
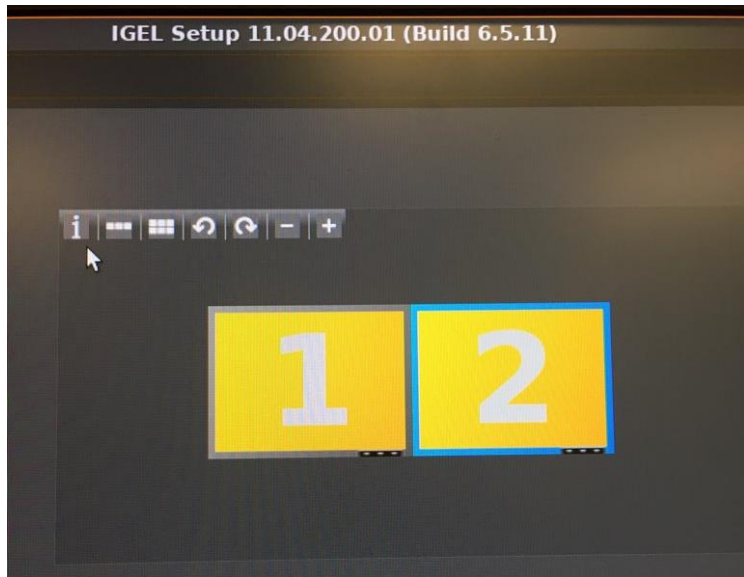
1. When the user is first connecting the IGEL device to the internet wirelessly (not via an Ethernet cable), the below image will appear on the monitor (If it doesn't, click on the network icon) :

   a.

2. Once the network popup disappears, the user will click on the network icon and ensure that Wi-Fi is on. If it is not, they will click 'Turn Wi-Fi On'.

   a.

3. Once Wi-Fi is on, they will select 'Manage Wireless Networks'. Note: It may take several minutes for the available Wi-Fi networks to appear.
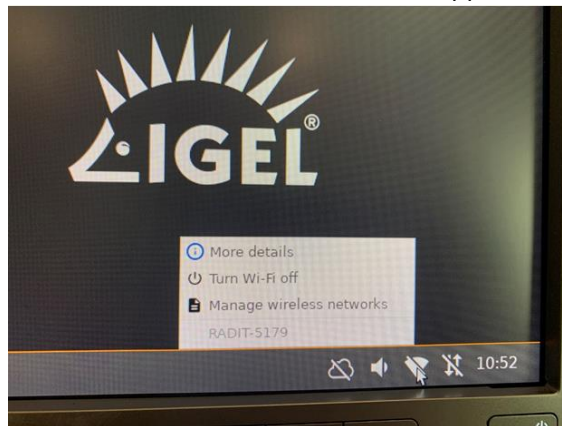
   a.

4. From here, the user will choose the wireless network they want to connect to from a list of nearby wireless networks and enter the appropriate password.

5. Once the user has clicked on their desired network, a popup box will appear with the option to permanently store the network key. Check this box and it will automatically connect to this network in the future.
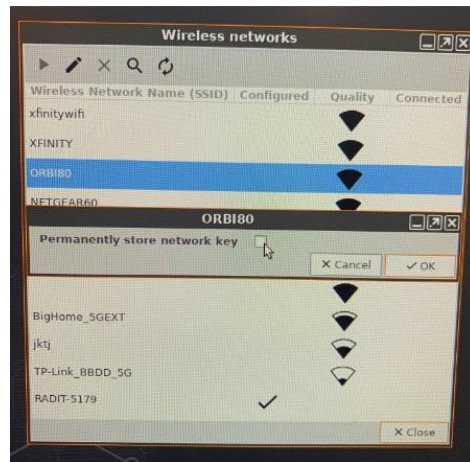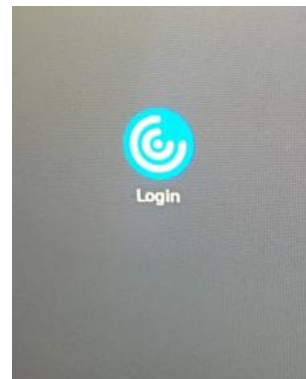

a.

6. Once the device is connected to a network the Citrix Workspace login screen will appear. The user will enter their AMC username and password to login. If it does not appear but the user is connected to a network, click on the Citrix desktop icon.
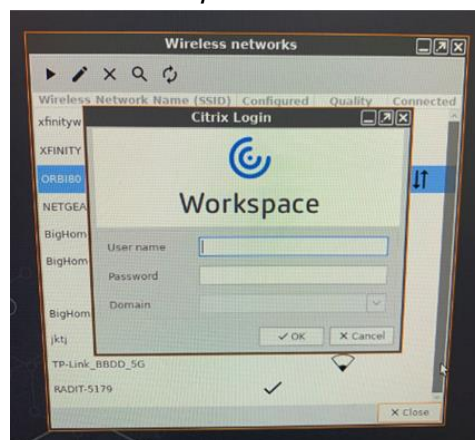
a.

7. The Citrix StoreFront needs to connect. This can take a little while and the user should see this in the bottom right of their monitor screen:
   a. Note, the cloud icon needs to have no slash in order to connect to Citrix StoreFront (wireless may cause longer wait time)
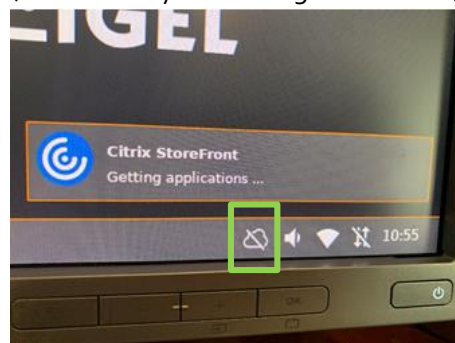
b.

8. The IGEL device will then connect to the Radiology Citrix StoreFront:

   a.

9. From here, Citrix will start and the user will be properly logged in. This can take many minutes, especially if the user is logging in for the first time.

   a.

10. When the user first logs into Citrix desktop, they should take note of the computer name in the bottom right of the screen. It will look similar to 'UWT-RAD-Vxxx' and will help IT to troubleshoot if issues arise.
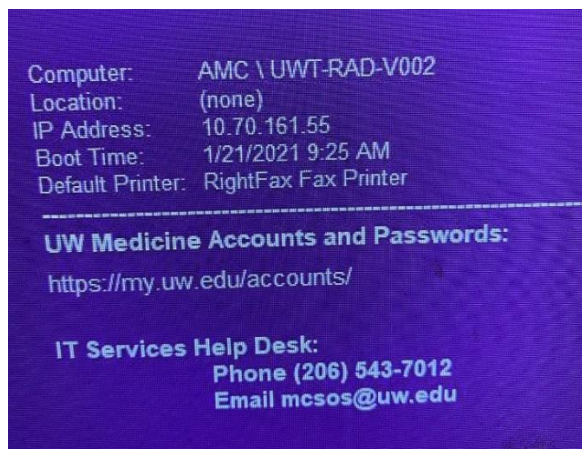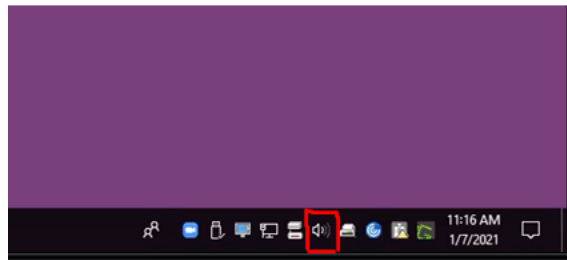
   a.

11. Exit out of any unnecessary applications that pop up like Teams, Skype, etc.
12. Right click on the desktop and go to Display Settings. From here, identify the monitors and ensure they are in the right order. If not, drag and drop.
    a. Note, this only needs to be done once as long as the user does not change any hardwire devices, i.e. unplugging and plugging back in the monitors, IGEL device, etc.
    b. The monitor on the left needs to be marked as the Primary monitor.
    c. The percentage at which the text, apps and other items are set to is up to the user. 300% automatically recommended although 150% looks best.
       i.
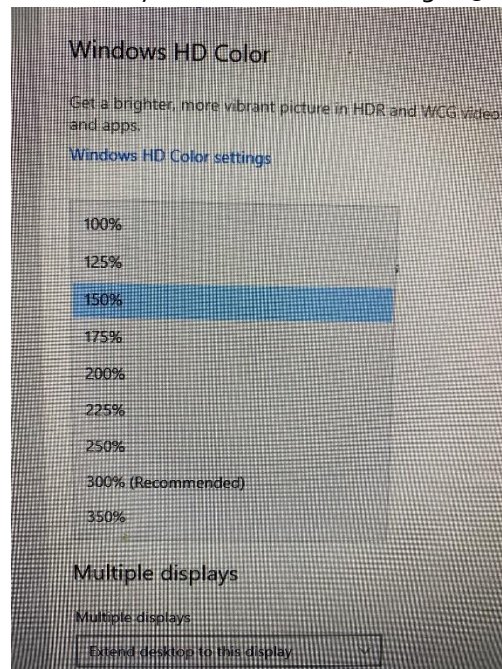
13. Go the Sound Settings to set up the speech mic. Click the speaker icon and select Open Sound Settings.
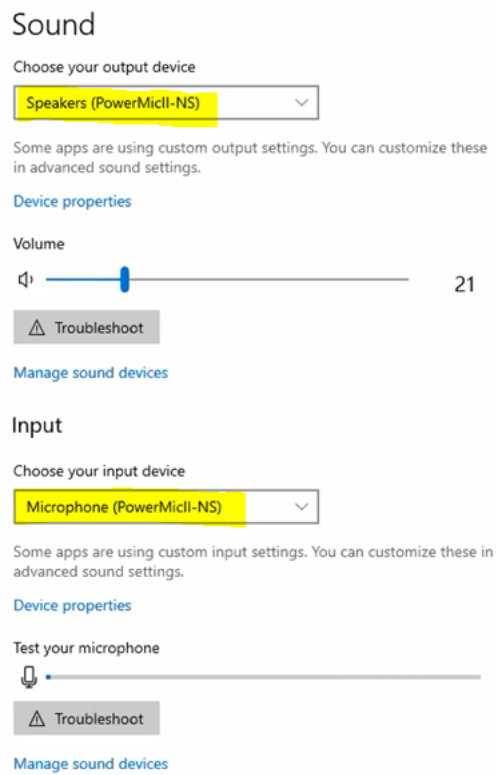   a.
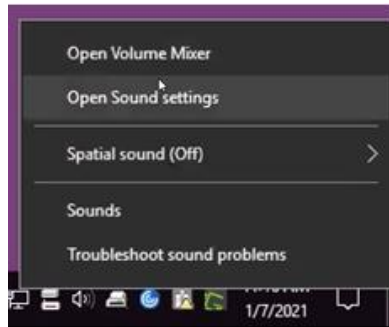
    b.

14. Ensure that the correct speech mic is selected in the dropdown for Choose your output device as well as Choose your device

a.

15. Test the microphone here by speaking into it. The user should see the blue bar next to the microphone icon moving if the speech mic is being picked up.
16. If the user is going to be using Zoom to review exams, it is recommended they use a different device like a phone. The speech mic tends to have issues.

TESTING RIS, UV, PS360

1. Launch RIS from the desktop and wait for 30 seconds. You will see that RIS will launch in Edge. Exit out and launch again – it should launch in Internet Explorer.
2. Go to Preferences (Prefs) in RIS and ensure the following are selected, then save and close.
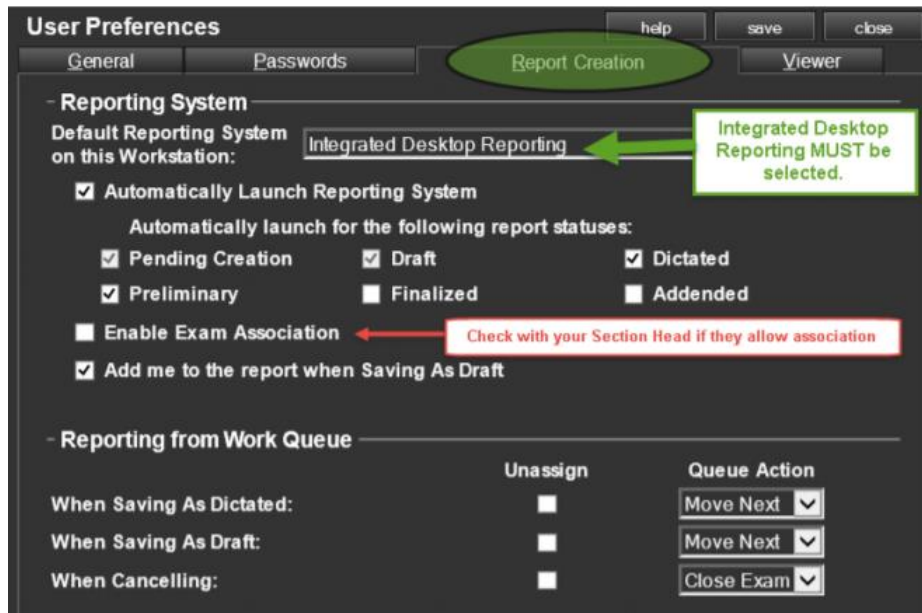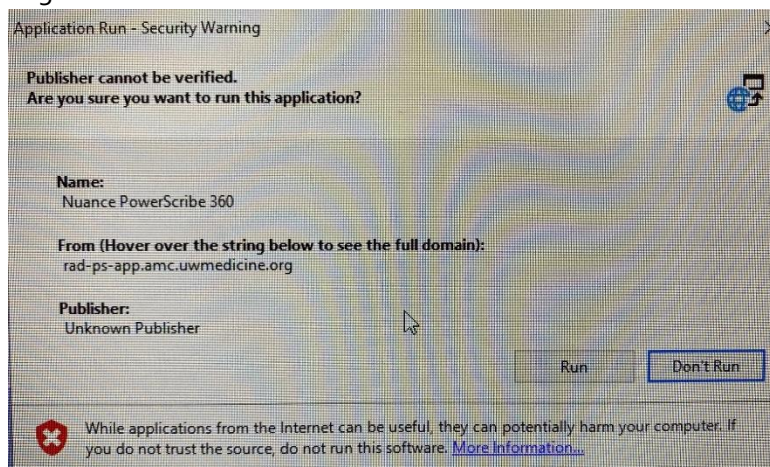
a.
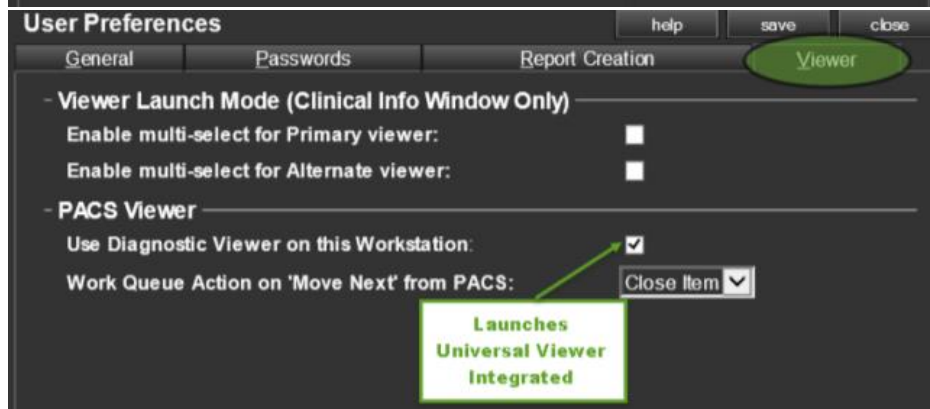
b.

3. If you see the Application Run – Security Warning select 'Run'. This only happens the first time the user logs in.


a.

4. RIS will automatically launch PS360 where the user will then be prompted to complete the volume check.

5. Within RIS, launch UV by single clicking the chest icon on any exam.
6. Open the navigator in UV (which may be very oversized; this is normal) and right click on any blank space within the Navigator. Select Navigator Options

   a.
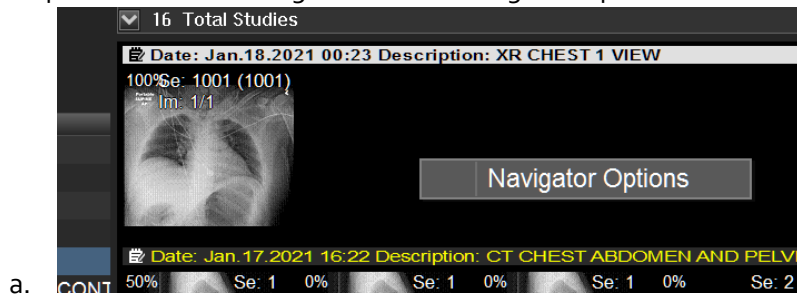
7. Open the navigator in UV and right click on any blank space within the Navigator. Select Navigator Options

   a.
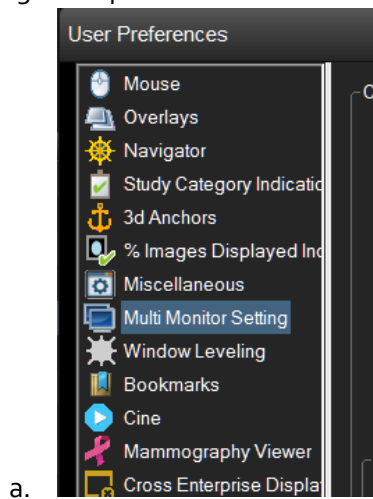
8. Click on the non-4k monitor that the user does not want to display UV so that it then displays a red X.
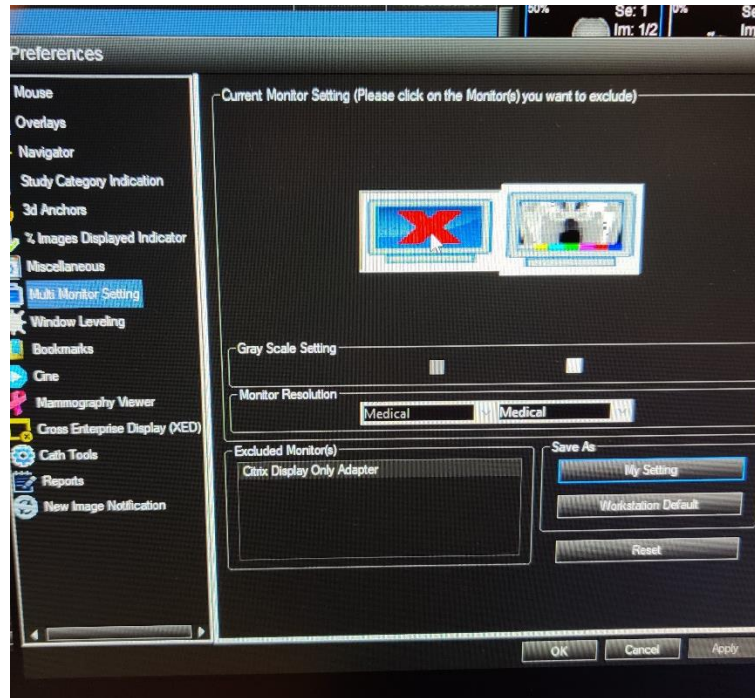
a.

9. Under Save As select Workstation Default and then click OK. Exit Navigator Options and then select Exit from the toolbar to exit the exam without saving.
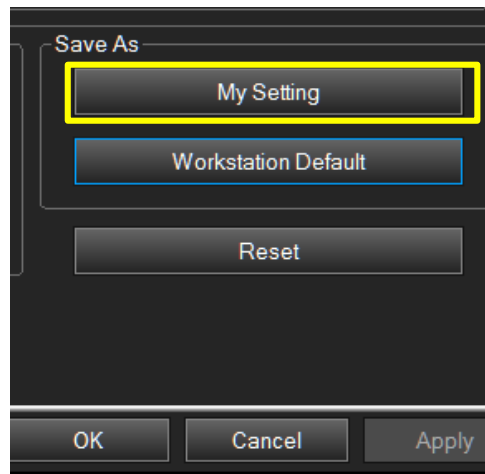
a.

10. Before the user goes home to set up they need to ensure they can complete the entire lifecycle of reading an exam: launching RIS, opening an exam, using the speech mic, etc.
11. Once done, the user will Restart. ITS recommends always selecting Restart instead of Logoff.

TO BE AWARE OF

1. Citrix will eventually log out the user automatically. The idle logout time is believed to be an hour.
2. If the user gets a server error after trying to login to the Citrix workspace, accept the error and try again.
3. If the keyboard or mouse freezes, unplug and plug back in.
4. If the user is prompted to 'Set Up Internet Explorer' which may happen after launching RIS, select 'Use Recommended security and compatibility settings' and click OK.
5. The IGEL device itself does not need to be turned off unless the user is experiencing issues. IT suggests leaving the IGEL hardwire on since updates are done at night
6. If the user is going to be using Zoom to review exams, it is recommended they use a different device like a phone. The speech mic tends to have issues.

TROUBLESHOOTING COMMON ISSUES

1. Issue: Device won't connect to Wi-Fi
    a. Ensure you are connected to a strong Wi-Fi network and have entered the correct password
    b. Test the connection with the Ethernet cable
    c. If you don't see available connections, wait up to ten minutes. It can take a while for all of the available networks to appear.
2. Issue: Monitors don't display correctly
    a. Follow the monitor configuration steps above in the following three places:
        i. IGEL Device
        ii. Windows virtual desktop
        iii. Universal Viewer
    b. Ensure that both D port cables are securely plugged in, both in the back of the IGEL device and the back of the monitors
    c. Ensure the monitors are switched on in the back
3. Be sure to plug everything in BEFORE turning on the IGEL device (keyboard, speech mic, mouse, internet, and monitors)
4. Server error after trying to login to the Citrix workspace
    a. Accept the error and login again
5. If the keyboard or mouse freeze, unplug and plug in again.
6. If issues persist, contact Radiology IT:
    a. Call RADIT and describe the issue. Have the computer name handy.
       UWH: 206-598-4890
       HMC: 206-744-4890
       NWH: 206-668-4890
    b. Email mcsos@uw.edu to create a Help Desk ticket.
    c. This document and the User Testing document resides on the pacshelp website:

Setup: https://depts.washington.edu/pacshelp/docs/Training/IGEL_UD3_setup.pdf
User Testing:
https://depts.washington.edu/pacshelp/docs/Training/IGEL_UD3_user_testing.pdf