

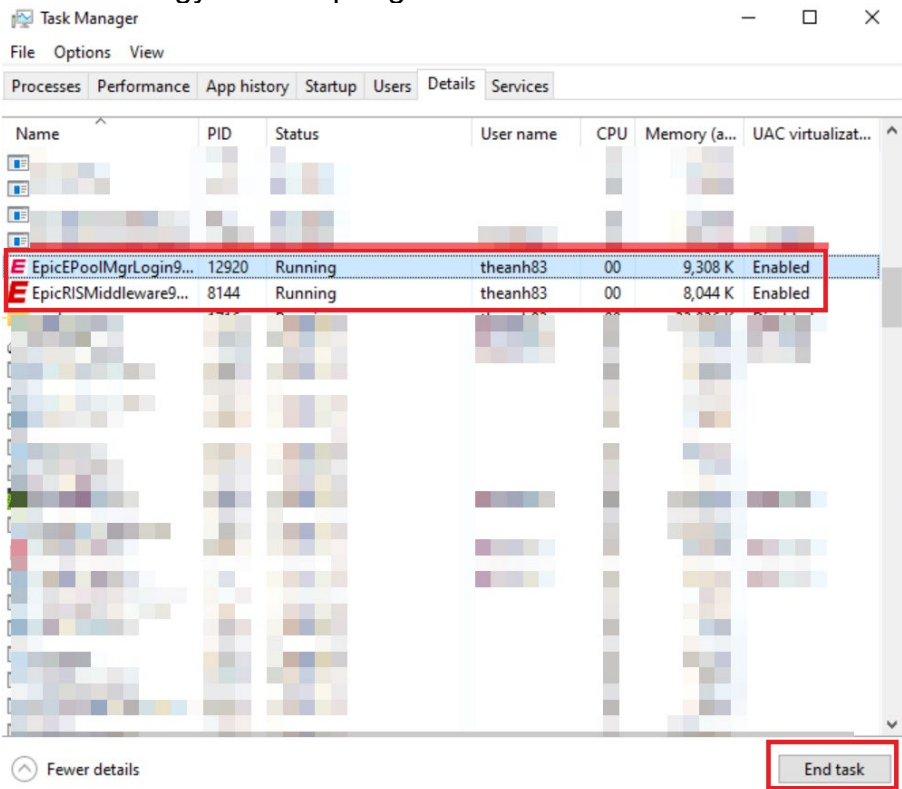
IGEL RADIOLOGY DESKTOP FAQ

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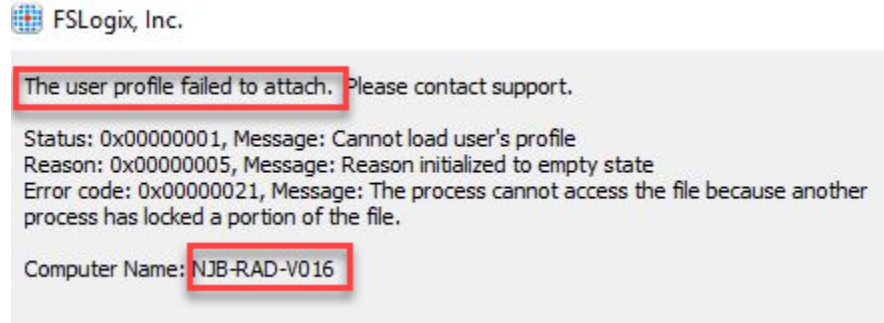
LOST INTEGRATION TO UV

- 1. Did you launch Radiant from the big red **E** (EPIC PACS UV INT)
- 2. Logout from Epic, close all applications
- 3. Press CTRL+ALT+DEL > Select Task Manager > Details > Details Tab > End Task Epic Pool Manager and Epic Middle Ware.
- 4. Close task manager, please relaunch **Epic**
- 5. If Epic does not startup, please restart your windows, wait 1 minute and launch the “Radiology vDesktop” again. Windows > Restart



UNABLE TO LAUNCH THE CITRIX RADIOLOGY VDESKTOP

- Check your network connectivity.
- Verify your Ethernet cable is plugged in from Router to IGEL
- In the event you are getting this error:

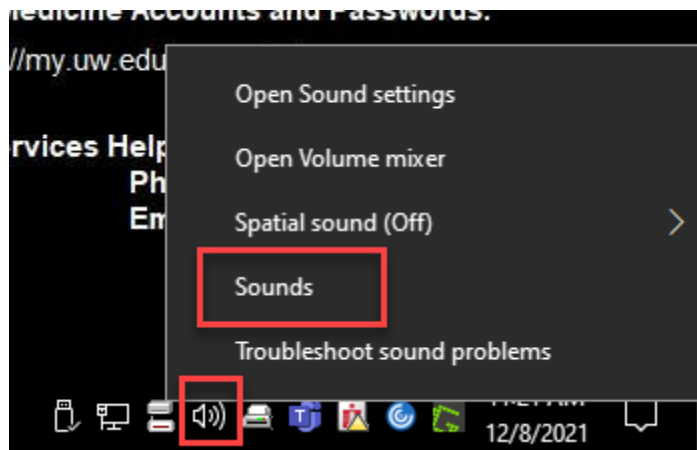


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- Call 206-543-7012 and create a ticket for the Desktop Engineer Team. Inform them you may have a stuck session on a bad virtual machine (VM), and they need to log you out or end that session. In some cases, your user profile will need to be rebuilt.

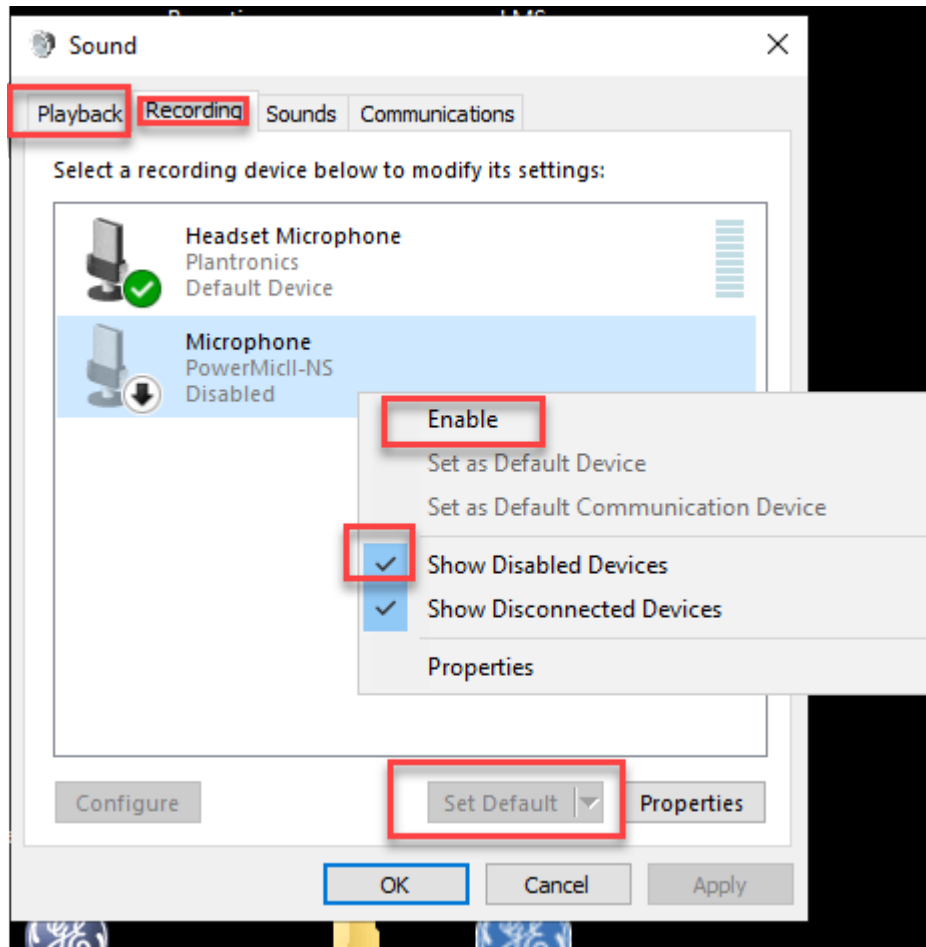
POWERMIC: LOW VOLUME OR NOT DETECTED

Low volume means your Windows Mic Default has been changed to a hidden Citrix Speaker versus PowerMic. If PowerMic is not detected, please follow these steps:

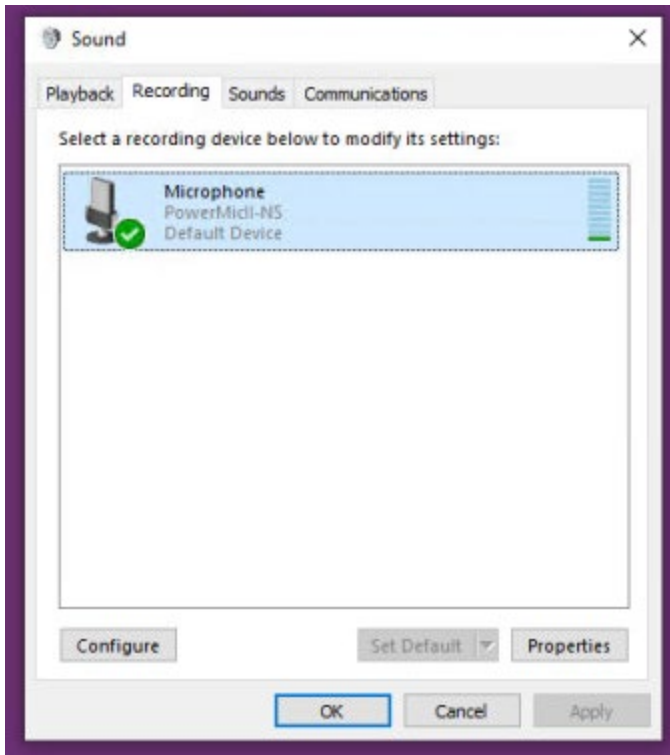
1. Windows > Restart Button > Wait 1 minute > Relaunch.
2. Once back into windows, please check the sound setting.
3. Right click on the Speaker Icon, on the taskbar > select **Sounds**



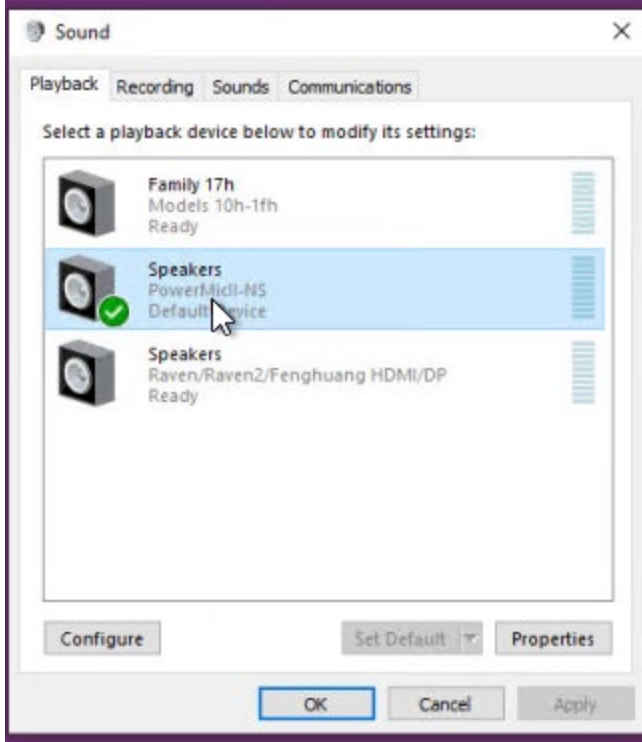
4. Both the Playback and Recording Tabs below should have Powermic **Enabled** and set as default device [Set Default].



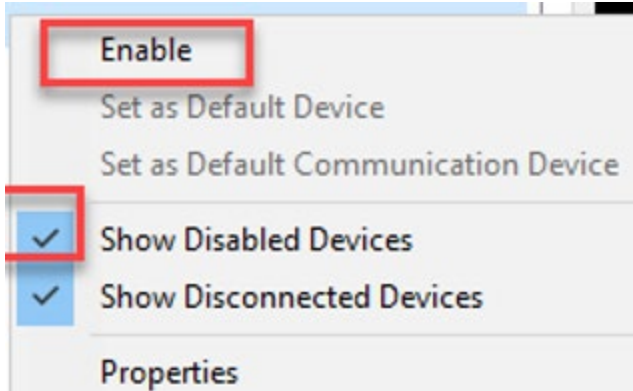
- 5.
6. Once the settings are correct PowerMic should look like this:



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- If PowerMic isn't listed here> Right click> Select Enable> Show disabled and Disconnected Devices.



PS360 ERROR: SPEECH PROFILE CANNOT LOAD

1. Please, click on the Windows Logo/Start select restart. Wait one minute and launch again from IGEL Desktop.

MONITOR SLEEP ISSUE:

HP Z27 27-inch 4K UHD Display



1. Menu
2. Viewing Modes
3. Information

- Front
4. Next Active Input
 5. Power button

1. Please access the monitor menu: 1 (see photo above)
 - a. INPUT CONTROL: DP Hot-Plug Detection (Always Active)
 - b. POWER CONTROL:
 - i. AUTO SLEEP MODE (OFF)
 - ii. POWER ON RECALL (ON)
 - iii. POWER MODE: HIGH PERFORMANCE

(If monitor continue not to stay awake, after putting in the changes above, please put in a ticket with the desktop Engineering Team-206-543-7012)