IGEL RADIOLOGY DESKTOP FAQ

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LOST INTEGRATION TO UV

- **1.** Did you launch Radiant from the big red \mathbf{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

File Options View								^
Processes Performan	ce App his	tory Startup	Users Details	Services				
Name	PID	Status		User name	CPU	Memory (a	UAC virtualiza	t ^
E EpicEPoolMgrLogin	9 12920	Running		theanh83	00	9,308 K	Enabled	
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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:

FSLogix, Inc.

nie user p	one failed to braden. I rease contact support.
Status: 0x	0000001, Message: Cannot load user's profile
Reason: 0:	:00000005, Message: Reason initialized to empty state
Error code process ha	0x00000021, Message: The process cannot access the file because anothe s locked a portion of the file.
Computer	Name: NJB-RAD-V016

 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

<u>Low volume</u> 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 "<u>Playback</u>" and <u>"Recording</u>" Tabs below should have Powermic **Enabled** and set as default device [Set Default].

Sound	.*		×	
Playback Record	Sounds Comm	unications		
Select a recordin	ng device below to	modify its settings:		
Pla Det	adset Microphone ntronics fault Device			
Por Dis	crophone werMiclI-NS abled			
		Enable Set as Default Devi	ce	
		Set as Default Com	munication Dev	ice
	~	Show Disabled Dev	vices	
	~	Show Disconnecte	d Devices	
		Properties		
Configure	[Set Default 🛛	Properties	
	ОК	Cancel	Apply	
Once the settir	igs are correc	PowerMic sho	ould look like	this:

ayback R	ecording Sounds Communications	1
Select a re	cording device below to modify its	settings:
	Microphone	
-	PowerMidI-NS	
20	Default Device	
		TRADUCTOR DESCRIPTION
Configu	Set De	fault Properties
	OK	Cancel Apply
Sound		
Sound		
Sound back Rec	cording Sounds Communications	
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• If PowerMic isn't listed here> Right click> Select Enable> Show disabled and Disconnected Devices.

-	Set as Default Device
	Set as Delault Device
_	Set as Default Communication Device
~	Show Disabled Devices
~	Show 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. 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)