Use of the portable Video Phone

Model: Tandberg T150

This phone is intended for inpatient and Emergency Department use to make phone calls from the hospital to friends, family, to set up follow up appointments with offsite clinics, and to arrange transportation after discharge. A stationary Video Phone is available for patients and families that can access the Information Station by the Main Lobby Information desk.

This phone is NOT intended to serve as a substitute for communicating with patients using hospital interpreters, and may not be used for that purpose.

To request the phone for yourself or a patient in an inpatient unit call the Communication Center at 275-2222. The phone will be transported by a Communication Center employee at their earliest convenience during business hours to the location specified when called.

The phone will be logged out to the requesting staff member who will be responsible for the phone. It is the responsibility of the requestor to ensure the phone is cleaned and returned to the Communication Center promptly after patient use (within 2 hours).

After receiving the phone plug in the power strip. Wait for the phone and wireless router to fully load. The router will have a green circular light. The top right corner of the Video Phone should display an IP address (585-XXX-XXXX). This must be present for the phone to work. Occasionally, the router or phone may need to be restarted to connect properly.

To place a VRS call (a call from the Deaf person to a Hearing person), press the top left flat gray button (VRS). You will reach a ZVRS interpreter who will ask for the Hearing person's number and connect the call. This Video Interpreter is not part of the hospital’s interpreter services department.

To call a Deaf person (Deaf person calling another Deaf person), simply dial the number of the person using the black keypad on the Video Phone, and then press the Green Button.

To End any type of call, press the Red Button.

If the Video Phone is not working please contact Interpreter Services at 585-275-4778 during normal business hours. You may have to wait one business day for assistance.

For Tech Support from ZVRS, 800-216-9293 from a regular telephone, OR Deaf people may request Tech Support from ZVRS by pressing the 4th gray button on the top of the Video Phone keypad (HELP).

The Video Phone was funded by a generous donation from Friends of Strong.