




Tip Sheet:

Trouble Shooting Tips


Before calling the IT Department, check your VC equipment for these common problems.


Trouble Shooting Tips

- Always think simple at first!
 - Does the video system have electricity?
 - Are all the cables properly connected?
 - Have you recently moved the video system?
 - Are the screen and the codec switched on?
 - Does the remote control have batteries?
 - What type of software is currently installed on the codec?
 - Have you tried restarting your system?
 - To restart your endpoint, access the control panel by pressing the menu key  on your remote control. Select "Restart" and push OK.
 - Is your ISDN or IP network functioning properly?
 - In most cases, if something is wrong with your network, an error message will be displayed on the startup page.
 - Please refer to the user manual that came with your system.

Audio

- Problem:
 - You cannot hear the people on the other side.
 - They cannot hear you.


- Solution:
 - Make sure the volume is turned up.
 - An icon  will be displayed on your screen if the volume is turned off.

 - Make sure the microphone is switched on.
 - An icon displayed in the top right corner will warn you when your microphone is turned off .
 - If the microphone is turned off at the far end, a message will appear at the top of your screen.

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Picture

- Problem:
 - There is no picture.

- Solution:
 - Make sure the screen is turned on.
 - Make sure the participants on the far end have selected Main Camera as their primary video source.
 - Ask the participants to press the blue presentation button  on their remote control.
 - Ask them to check and make sure all of their cables are properly connected between their system and the camera.



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Picture

- Problem:
 - You can't see a picture of yourself (SelfView).
- Solution:
 - Make sure that the screen is turned on.
 - Press the Selfview button  on the remote control to test if the Main Camera is working.
 - Make sure you are not sending any other video streams other than the Main Camera.
 - To do this press the blue Presentation button  on the remote control. You can also access the main menu, choose presentation, and confirm the Main Cam is the selected as the main Video Source.
 - Check and make sure all cables are properly connected to the camera.

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Picture

- Problem:
 - The picture is out of focus, too bright, or too dark.
- Solution:
 - If the picture is out of focus press the Zoom button  on the remote control or try gently moving the camera - this will trigger the auto focus function.
 - If the picture is too bright or too dark, you can adjust the brightness and light settings in the Camera Control / Picture Control menus. To access these, press the Menu key  on your remote control.

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Picture

- Problem:
 - The video system does not automatically activate when you pick up the remote control.

- Solution:
 - Make sure the screen and system are turned on.
 - Make sure all of the cables are properly connected from the endpoint to the camera.
 - Replace the batteries in the remote control.
 - Make sure the green light on the front of the camera is on.

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Duo Video

- Problem:
 - You cannot send two video streams at the same time.
Example: You can't see the speaker and the PC presentation simultaneously.

- Solution:
 - Make sure you have the "Presenter" option installed on your system.
 - Menu / Control Panel / Diagnostics / System Information
 - Make sure the secondary video source is properly connected to the endpoint.
 - Check and make sure the system is set to dual monitor support in the main menu:
 - Menu / Control Panel / Administrator Settings / General / Dual Monitors
 - Make sure "Presentation Start" is set to auto in the menu:
 - Control Panel / Administrator Settings / Presentation Settings

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Diagnostics Menu

- To help you with fault finding, please consult the Diagnostics menu.
 - Menu / Control Panel / Diagnostics

- This menu includes information on:
 - System Information
 - Network Status
 - Detailed Call Status
 - System Self Test
 - Administrator Settings

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If you are still encountering problems with your videoconference equipment or the call itself, please contact your library system's IT Department.