



Title:

VC Troubleshooting Guide

Summary/ Intro:

Client can use when at a boardroom where VC connection is required and this guide can assist with any issues

Steps:

Black Screen ▪ Ask the site to press the Presentation button (Blue) on the Tandberg Remote, if this doesn't resolve problem

▪ Disconnect the site, ask them to press the Self view button (Yellow) on Tandberg Remote, when they can see themselves on the plasma and Barco screen connect them back into the conference

Audio ▪ Site can't hear the other participants – isolate which site it is, request them to press keys on the Tandberg remote, if it makes a sound when they are pressing then problem not at that site

▪ Once site has been isolated, check that the volume is up on the Tandberg Remote

▪ Check volume is up on NEC Remote

▪ Check mute button is not been turned on, on NEC Remote

▪ Press Audio button on NEC Remote (Scroll through Audio 1, Audio 2, Audio 3 until sound is heard)



- On the older VC Units (such as the ones in the PSM Boardrooms at Power Stations) check whether the amplifier at the back of the Plasma screen hasn't been turned off

Presentation Issues

- In boardrooms with 2 VGA cables, check whether correct VGA cable has been plugged in
- Or check whether VC/Presentation switch has been set to VC
- Site must see themselves on both Plasma and Barco before pressing presentation button
- If presentation doesn't go through, check resolution on laptop (1024 x 768)

When connecting Tele-conference with pin code

- One person to connect from the MCU
- The other person to be in the boardroom to assist
- Once Telephone is connected, press # button on Tandberg remote so that a keypad appears on screen, listen to the prompts, enter pin code once prompted and end with # key (e.g., 0000#)
 - Ensure microphone is on in the boardroom

Created By: Raiden Peake

Credit goes to.. Tasneem Esa