TROUBLESHOOTING GUIDE

MY TEAL rooms

Contents

- Room PC in Myhal **not receiving audio** from in-room mics
- TVs in Myhal **turned off** all at once

Room PC in Myhal not receiving audio from in-room mics

e.g., if Zoom is not receiving audio from the podium or lav mics, then:
- Look down the front of the podium for the built-in Room PC
  - this should be user-accessible in every room at Myhal
- Try **unplugging & replugging the headphone-style cable** (1/8th-inch) that's plugged into the front of the Room PC
- If this works, some options should appear on the Room PC screen to select what type of input it is. Select: **Line In**
- Now, the Room PC should be receiving audio from the in-room mics.
- To get the **mics feeding into Zoom**, they may have to follow the instructions for "My Zoom participants can't hear me"

TVs in Myhal turned off all at once

- First, try pressing the **Send to All Displays** button on the touchscreen
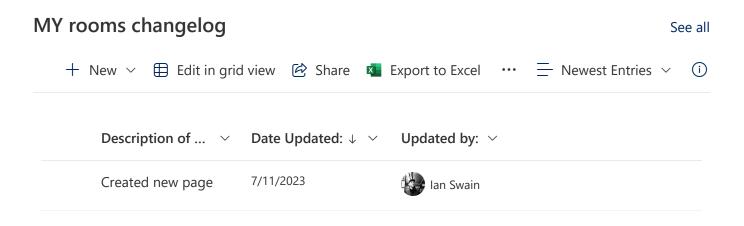- If that doesn't work,

- at the top-right of the touchscreen, select the button called **Show Display Power**
- try tapping each of the display buttons that appear, to turn them back on
- If that doesn't work, **send a co-pilot** to the room, armed with a remote to turn the TVs back on manually

This recurring issue is caused by a power-saving setting on the TVs. For a more permanent solution, talk to Marc Therrien and he'll explain how to change the setting.

Keywords: *#Myhal #Myhall #no #sound #engineering #Zoom #lost #audio #stopped #working #cut #out #microphone #nothing*

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Created new page	7/11/2023	Ian Swain

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August 11

Page owner(s)

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