

TROUBLESHOOTING GUIDE

UC A101

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This is a TEAL room. Lots of weird stuff for this one:

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UC A101 - a room with some unusual quirks

No audio via podium mic

The gooseneck podium mic in this room is unique – **has an on/off button right on it**. This gets turned off by accident sometimes.

No audio via Zoom

Steve says this room has issues with Zoom audio in. There are **two Crestron inputs and outputs listed** in Zoom, and you may have to switch between the two to find one that works. If you cannot resolve this issue remotely, send a co-pilot 🚨

Two of the TVs are failing to turn on

If you receive a call that 2 of the TVs are failing to turn on:, ask the user:

- When you're standing at the podium, are the 2 TVs that aren't turning on **the ones behind you, and to your left?**

If the answer is **yes**, then this is a known issue, **send a co-pilot to the room w/ a Sharp TV remote** immediately 🚨

The background: A co-pilot has to visit the room with a Sharp TV remote, to switch the individual TV inputs away from HDMI 1, then back again. It should be a quick & easy fix.





Users can't do it themselves, because the buttons on the TV are locked. The co-pilot must bring a remote.

Keywords: #university #college #mic #speaker #locked #out #can't #open #get #in #fail #off #broken #blank #black #2 #lock #stuck #firm

UC A101 changelog

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Added details re: podium mic + st...	1/20/2023	<div> Ilan Swain</div>
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 Joshua Chau