TIPT VIDEO
TROUBLE SHOOTING
GUIDE
FURTHER SUPPORT

For support contact the TIPT Help Desk on 1800 287 289.

CONVENTIONS USED IN THIS GUIDE

The following typographical conventions are used in this guide for simplicity and readability:

Web addresses, e-mail addresses and hyperlinks are shown in **bold italics**, for example www.telstraenterprise.com.au.

Button names and titles/features on your computer screen are shown in **Bold**.
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CHAPTER 1
MOST COMMON

This chapter covers the most common issues that arise with Video Conferencing equipment.

I AM UNABLE TO MAKE OR RECEIVE CALLS
- Is the other unit turned on?
  - Contact the other party to confirm the unit is turned on.
- Is the other unit connected?
  - Check all cables (including the power) are connected.

I CAN’T SEE THE FAR SITE
- Is the other unit turned on?
  - Contact the other party to confirm the unit is turned on.
- Is the other unit connected?
  - Check cable connectionsto the Codec (i.e. video = yellow).

I CAN’T HEAR THE OTHER PARTIES
- Is the microphone mute button activated?
  - Check both my site and other sites do not have their microphones on mute.
- Is there a loose connection?
  - Check all cables are plugged in correctly
  - Ensure the VGA cable is connected correctly
  - If you are not using a VGA cable you will need to download People+Content to share content

I CAN’T SEND CONTENT
- Is there a loose connection?
  - Check both my site and other sites do not have their microphones on mute.
- Is the volume control too low?
  - Check all cables are plugged in correctly.
- Is the computer sending content out through the VGA port?
  - Check the computer settings.
CHAPTER 2
VIDEO

This chapter covers issues that arise with Video Conferencing equipment.

I AM UNABLE TO GET A PICTURE ON MY MONITOR

• Is it a monitor problem?
  - Check the monitor is powered on.
  - Set TV to AV1

I AM UNABLE TO GET A PICTURE OF THE FAR SITE ON MY MONITOR

• Is it a monitor problem?
  - Check the monitor is powered on.
  - Check the cable connections to the Codec (video = yellow).
  - Set TV to AV1

I AM SEEING A TV STATION ON SCREEN, NOT ANOTHER SITE

• Is the channel set incorrectly?
  - Set TV to AV1

MY MONITOR SCREEN IS “BLUE”

• Is there a connection problem?
  - Check the main camera is set to “Main Camera” – not “Auxilary Camera”.
  - Disconnect and reboot the system.

I SEE INTERFERENCE DURING MY VIDEO CONFERENCE

• Is there a connection problem?
  - Check cable connections to the Codec.
  - Disconnect and call the far site again

MY VIDEO CONFERENCE WITH THE FAR SITE IS WORKING PROPERLY, BUT THE SCREEN FREEZES AND I CAN NO LONGER HEAR THE FAR SITE

• Is there a connection problem?
  - The far site is required to disconnect and reboot system
YOU SEE A FROZEN IMAGE OF THE FAR SITE

- Has the far site sent a snap shot?
  - Ask the far site to recall the snap shot (or) disconnect and reconnect.

THE FAR SITE IS BLURRY AND OUT OF FOCUS

- Is the far site's cameras in focus?
  - Ask the far site to use the “focus and zoom” feature on the keypad to correct the problem.
- Is there enough lighting at the far site?
  - Ask the far site to use more lighting.

THE FAR SITE IS TOO LIGHT, OR THE FAR SITE THINKS MY SITE IS TOO DARK

- Is there enough light in the room?
  - Check all the lights are on in the rooms.

I WANT TO SEE ALL SITES ON THE SCREEN AT THE SAME TIME

- Voice Activated Mode
  - This mode only allows a view of the speaking site. Use Continuous Presence if available.
- Continuous Presence Mode
  - Press the “0” key to toggle through the multipoint video layout options.
This chapter covers issues that arise with Video Conferencing Audio equipment.

I CAN’T HEAR THE OTHER PARTIES

- Is there a mute button activated?
  - Check my site and other sites, do not have microphone on mute.

- Is the volume control too low?
  - Check my volume control and increase if necessary.

- Is the microphone too far from the participants?
  - Ask participants at the far site to move closer to the microphone.

- Is there interference from the monitor?
  - Check the microphone cable connections for loose connection.

- Is there a loose connection?
  - Check all cables are plugged in correctly.

I AM HEARING MY VOICE ECHO BACK

- Is the far site monitor too loud?
  - Ask the far end site to turn volume on monitor down – set to 50%.

- Is the microphone too close to the speakers?
  - Ask the far site participants to move the microphone further away from the speakers.
  - Objects such as books and briefcases can cause echoes if they are placed too close to a microphone.

I CAN HEAR AUDIO “POPS”. VOICE BREAKUPS OR ECHOES DURING MY VIDEO CONFERENCE

- Is there a connection problem?
  - Reposition microphone.
  - Turn volume down a little.
  - Check microphone cable connections for loose connection.
  - If audio problem is severe, disconnect and re-dial far end site again.
I CAN HEAR ECHO DURING A MULTI POINT CONFERENCE

- Is there something wrong with your microphone?
  - When you hear echoes from a site you cannot identify; have all the other sites mute their microphones.
  - Unmute each site one at a time. As each site is unmuted, check for echoing by talking.
  - When you hear echoes from an identifiable site, ask that site to turn down their volume. Continue until all sites are unmuted and the echo is gone.
CHAPTER 4
OTHER

This chapter covers other issues that may arise with Video Conferencing equipment.

NONE OF THE CONTROLS SEEM TO WORK

- Is there an equipment fault?
  - Check the power switch is set to ON.
  - Check to make sure batteries are in good condition, if unsure replace batteries.

THE VIDEO CONFERENCING UNIT HAS BEEN MOVED AND WILL NOT WORK

- Is there a connection problem?
  - Check to see the system is plugged in and the on/off switch lights up.

I DON’T KNOW HOW TO DIAL

- Refer to section in Use Guide
- Call Help Desk 1800 011 080, option 2

MY IP NUMBER IS NOT RESPONDING

- Is there a connection problem?
  - Check IP cables are connected to system / socket in wall correctly.
- Is there a network problem?
  - Reboot the system