

TIPT VIDEO TROUBLE SHOOTING GUIDE

IT'S HOW
WE CONNECT



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 micropone 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 “Auxiliary 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.

CHAPTER 3

AUDIO

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