

HELP!! Videoconference Troubleshooting

BCISD Test Unit:xx.xx.xx.xx

BCISD Janine's Office: xx.xx.xx.xx / (269) 471-7725x1101

TV is Black / I Can't See

- Check the TV/monitor. Is it on?
- Check the monitor. Is it on the right channel? S-Video for flat screens. Notes: _____
- If you were able to see the Polycom screen before you connect, then it's not your TV. A blue or black screen is often a firewall problem on either end of the call. Try our test number (above) to make sure you can connect outside your district on your own. Have the other site try connecting somewhere else too.
- Once in a while the flat screen TVs won't cooperate. If so, unplug the power, wait, plug it in.

Audio: I Can't Hear

- Check your TV volume. Check your Polycom volume too. Both should be about in the middle.
- Have the other side check their microphone. If you see a Far End Mute icon, you know their microphone is muted. (This only shows up in point-to-point calls). Ask them to unmute. Tell them you can't hear. Have them nod their head or wave if they can hear you.

Audio: They Can't Hear Me

- Check your microphone. Are you muted? Your microphone is muted when the light on it is red. Press the button to unmute.
- Their TV volume might be turned down. You may have to write them notes on a sign to hold up in front of the camera or write on paper under the document camera.

They Can't See Me

- Have them check their monitor/projector/TV. Is it on & on the right channel?
- It may be a firewall problem on their end. See "I Can't See" above. Have them try connecting to the BCISD test unit. DON'T give them Janine's office number. They should determine if they get a picture and then call you back again and report. If they can't see a picture on your system or the ISD's, they should talk to their tech person.

Call Rejected or Busy Signal or Call Rings & Rings

- If you call and get a "call rejected" error, usually the other person is already in a call.
- If the call rings & rings, usually something in the network between you & the other site is not allowing the call to negotiate. Both sides should try the BCISD test unit. If that works, try the emergency multipoint unit below to make your connection (if you're in a call right now). If your test call just rings & rings, then schedule with Janine to put the call on the BCISD bridge.

Alerts: What Do They Mean?

- IP Network: If this is down, then you don't have a live Internet connection. Try another jack.
- Gatekeeper: This is used for multipoint calls and ISDN. If the IP network is up and this is down, don't worry about it.

When All Else Fails, Reboot or Redial

- If you have a lot of connection problems, sometimes redialing will help clear it up.
- If nothing is working, reboot the camera. Turn the camera off (reach up!!), wait, turn it back on.

Still Can't Connect? Try the BCISD Emergency Multipoint

- BCISD Emergency Multipoint Polycom: xx.xx.xx.xx
- This is set up for emergencies only! i.e. you have kids in front of you waiting. First dial in and make sure no one else is already using it. Then give the IP address of the Multipoint Polycom to your partner. Both of you dial in. Have your conference!