

## Video Conferencing Basic Troubleshooting Guide

April 29, 2010

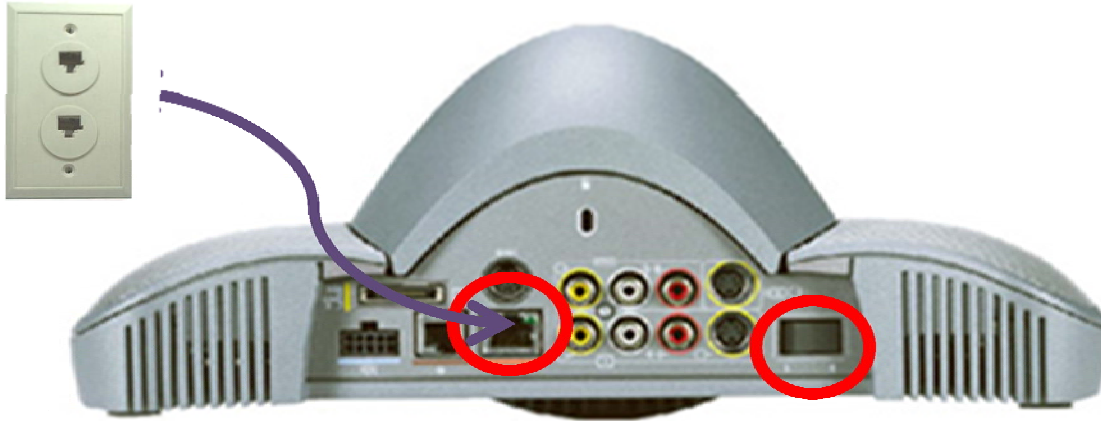
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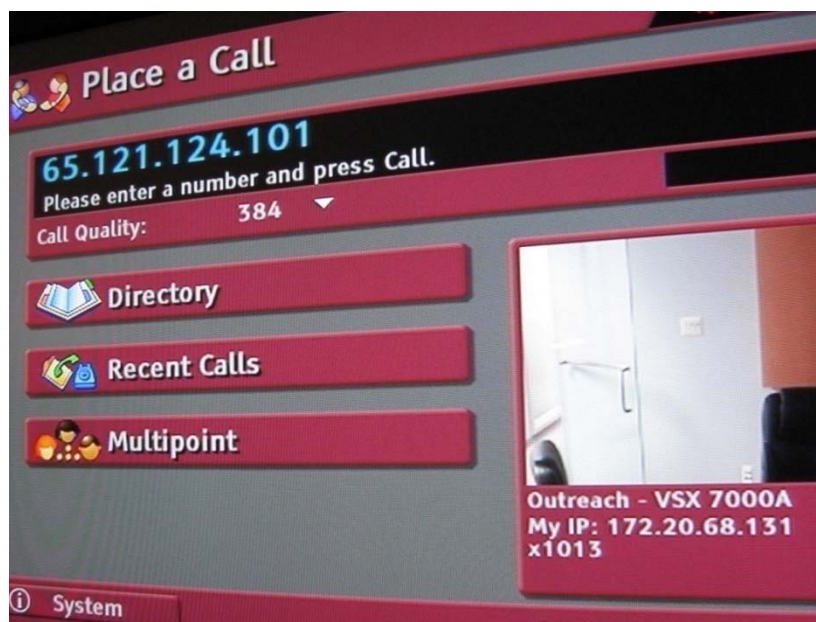
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## I am unable to place a video call

*Verify that the video unit is turned on* and the network cable is inserted to the back of the video conferencing unit. Once you find the network cable also verify that the network cable is plugged in to the network wall jack. Try rebooting the video unit, by turning off the power with the switch on the back and then turning it back on. Try to place the call again.



*Verify that you have a valid IP address to call.* An IP address looks like: 65.121.101.124. You may also call by using an alias or extension in the following manner: 7695@65.121.101.124. Invalid IP addresses will begin with 10.x.x.x, 172.x.x.x, or 192.168.x.x. These IP addresses are not valid and are known as private, non-routable IP addresses. If you have received one of these IP addresses call the party you are to meet with and ask them for their PUBLIC IP ADDRESS.

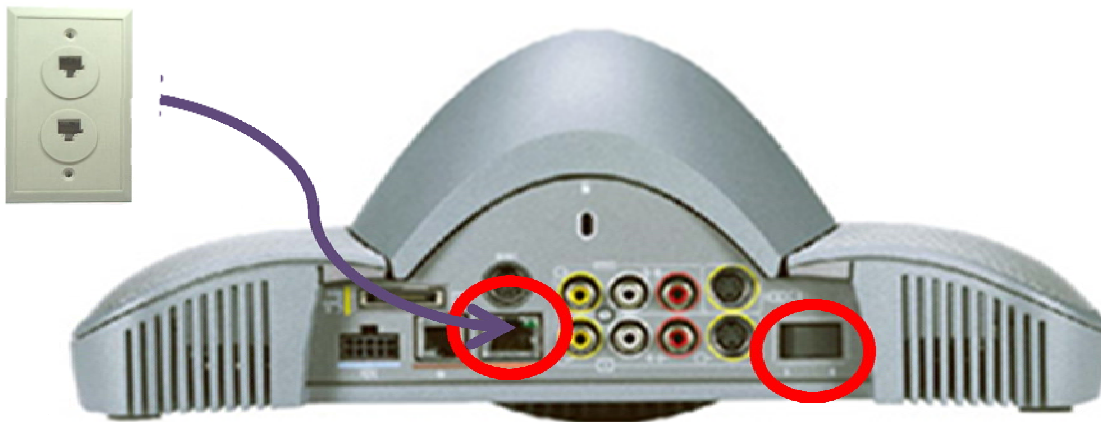


*Verify that the party you are calling* is expecting your video conferencing call and is answering your incoming call. If the far-end video conferencing system is already in a video conferencing call the system will return a busy signal or ring without answer.

*Verify that there is not an internet outage* or other network change preventing you from placing an IP video conferencing call. Seek the assistance of your local IT person.

## I am unable to receive a video call

*Verify that the video unit is turned on* and the network cable is inserted to the back of the video conferencing unit. Once you find the network cable also verify that the network cable is plugged in to the network wall jack. Try rebooting the video unit, by turning off the power with the switch on the back and then turning it back on.



*Verify that the TV or monitor attached to this video unit is turned on.*

*If required, choose to ACCEPT the incoming call.* Some systems will not auto answer a call and you may need to choose to accept an incoming video call by pressing the Green Call button. As an incoming call occurs, a message will appear on the monitor indicating that you should accept.



*Verify that you have provided a valid IP address to call.* An IP address looks like: 65.121.101.124. You may also be called by using an alias or extension in the following manner: 7695@65.121.101.124. Invalid IP addresses will begin with 10.x.x.x, 172.x.x.x, or 192.168.x.x. These IP addresses are not valid and are known as private, non-routable IP addresses. If you are unsure about your IP address seek the assistance of your local IT person.

*Verify that there is not an internet outage* or other network change preventing you from placing an IP video conferencing call. Seek the assistance of your local IT person.

## **I have been disconnected from a call**

*Contact the person who has initiated the call and ask to be reconnected.* In some cases an internet outage or a firewall adjustment will 'bump' a video conferencing call off of the network. If the video call was bridged, you will need to contact the bridge contact or 'Help Desk'. If you were in a video call directly with another party, contact the other party via telephone and ask them to call you again.

## **I am not sure how to Mute or Unmute**

*Reference the diagram "Basic Polycom Remote Functions".* The hand held remote control for your video conferencing system has a button which looks like a microphone with a slash through it. You may use this button to toggle your microphone on and off.



## I am hearing an ECHO during a video conference

*Verify the placement of the microphone.* Ask all video conferencing participants to verify that their microphone is pulled out to the table in front of them and not stored on the cart near the monitor. The monitor speakers are looping sound in to the microphone, if the microphone is too close to the monitor. In addition, ask all video conferencing participants to remain muted until discussion occurs. This best practice will eliminate unnecessary feedback or background noise.

## Basic Polycom Room Equipment



### Video Conferencing Unit (Codec)

On top of a TV Monitor

The Codec is the 'brain' of the video conferencing equipment. This must be turned on and plugged in to the network to use video conferencing

**Optional table-top microphone** with center Mute button. This mute button can be used in conjunction with the mute button on the hand held remote control

The hand held remote control





**Back of Video Conferencing Unit  
(codec)**

Network port – must be connected via a network cable to the network port on the wall

Power button – toggle on and off

## Basic Polycom Remote Functions

