# VIDEOLINQ BASIC TROUBLESHOOTING GUIDE – CISCO

PROBLEM: I have a black or blue screen.

Main Power Button

POSSIBLE RESOLUTIONS:

1. **Are the monitor/s switched on and do they have power?** (Check that the monitors are turned on and that you have power. Each make and model will have different indicator lights, but usually if a monitor is on you will see a green or yellow light, if it is in standby the light will be red or orange, and if it is turned off or not plugged in there will be no visible lights.)

Power Light
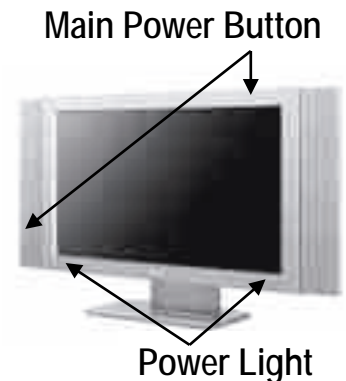
2. **Are you sending the right source?** (Press the Home button on the remote control, choose Camera Control, press the Tick button, select the Main Source soft key and ensure that Camera is selected.)

Home Button

Main Source Soft Key

3. **Are you on the right input?** (Press the input buttons on the television remote control until you see your VC image. These are usually HD15, HDMI1, HDMI2, Option1 and Option2.)

Input Buttons

PROBLEM: The remote control isn't working.

POSSIBLE RESOLUTIONS:

1. **Are you pointing the remote directly at the VC system?** (You may need to pick the remote control up to ensure there is a clear line between the remote control and the VC system. Make sure that there is nothing else in the way, e.g. a laptop, room sign.)

2. **Replace the batteries.**

4 AAA Batteries

PROBLEM: I'm seeing myself on both screens while in a call.

POSSIBLE RESOLUTION:

1. **Press the Layout button.** (Ensure Show Self View is not selected.)

Layout Button

PROBLEM: There is an icon appearing on the main monitor and I don't know what it is.

1. **If you are on Mute you will see a microphone with a red line through it.** (When you are on mute the other sites will not be able to hear you.)

PROBLEM: I can't hear the other site.

POSSIBLE RESOLUTIONS:

1. **Are they on Mute?** (If they can see the Mute icon on the right hand side of their monitor then they are on Mute. Ask them to press the Microphone button on the remote control.)

Mute Icon   Microphone Button

2. **Has the volume been turned down on the remote control?** (Press the + button to turn the volume back up.)

Volume Button

3. **Has the volume been turned down on the TV?** (The volume on Sony monitors should be on about 70. Please check all other makes and models for correct volume level.)

TV Volume Button

PROBLEM: The other site/s can't hear me.

POSSIBLE RESOLUTIONS:

1. **Are you on Mute?** (See above)
2. **Has the volume been turned down on their remote control?** (See above)
3. **Has the volume been turned down on their TV?** (See above)
4. **Is the microphone properly positioned?** (The microphone should be facing towards the speaker.)

PROBLEM: I am in a VC with a Desktop system and I can hear them, but I can't see them.

POSSIBLE RESOLUTION:

Lens Cap

1. **Check that the lens cap is off (Tandberg Desktops) or open (Cisco Desktops).**

PROBLEM: An Audio Port isn't connected.

POSSIBLE RESOLUTIONS:

1. **The participant hasn't dialled in.** (If it is an Administration booking the participant is required to dial in. The dial in number can be found on the Videoconference Notification.)

2. **The call wasn't answered.** (If the call isn't answered at the time of dial out, the bridge will dial out twice more then stop trying. If this happens you will need to contact Telstra iVision to have them reconnected. Please advise your audio port participants to be at their phone on time if the bridge is scheduled to dial out.)

3. **The call was answered but they hung up.** (If the VC has dialled in and the participant cannot hear anyone on the other end, they should not hang up. If they do disconnect their audio port you will need to contact Telstra iVision to have them reconnected.)

4. **The call goes to message bank.** (If the call goes to the participant's message bank the bridge won't try to dial out again as it believes the call has connected. It will stay connected until message bank is full and hangs the call up. You will need to contact Telstra iVision to have the call reconnected.)

PROBLEM: My conference hasn't connected.

POSSIBLE RESOLUTIONS:

1. **Has it been booked on TBA Online?** (All conferences that have been booked will automatically connect. If it has been booked but doesn't connect contact Telstra iVision. If it hasn't been booked contact your Site Co-ordinator to make the booking.)

2. **Is it a back-to-back booking?** (If it is a multipoint conference it may be a back to back booking. If you're conference hasn't started by 1 minute past the start time contact Telstra iVision.)

3. **Is your system switched on?** (If your VC system is turned off then your site will not be able to receive any incoming calls. Also check that your monitors are turned on.)

PROBLEM: I've dropped out of my conference.

POSSIBLE RESOLUTIONS:

1. **Has the "This video system is currently scheduled for a meeting. Do you want to reconnect?" box appeared on the screen?** (If so, ensure that Yes is selected and press the Okay / Menu button on the remote control. You will then be dialled back into your videoconference. This is also applicable for when you accidentally disconnect yourself from a call. If it doesn't appear contact Telstra iVision to be reconnected.)

2. **Has the screen gone black?** (Check that there is still power to the VC system and monitors. If either of these have no power lights displaying but are definitely turned on contact Telstra iVision for further troubleshooting and advise.)

3. **Do you still have an IP connection?** (If there is an error message on the screen contact Telstra iVision so they can check your IP connection.)

PROBLEM: My laptop won't display.

POSSIBLE RESOLUTIONS:

1. **Is the VGA cable connected?** (The cable should be connected into the back of the Cisco and into your laptop.)

2. **Have you pressed Function F8 (older laptops) or the Windows logo key ⊞ and P, then selected Duplicate (newer laptops)?** (If you are getting the error message "PC Not Connected", press the relevant key combination listed above. You may need to press it more than once, but leave a few seconds between

attempts. Please note that this is the most common fix, however depending on the make and model of the laptop it may be something different, check individual user guides.)

3. **Have you changed the screen resolution?** (If you are getting the error message "Unsupported VGA Cable" then the screen resolution is too high. Try 1024 x 768.)

LAPTOP CONNECTIONS

Internet Connection (if a network connection is available in your room you can connect to your local network and the Internet.)

VGA Cable connects between the Laptop and Cisco

THE BASICS

1. **Is your equipment turned on?** (This includes your VC system, both monitors, and any peripheral equipment. If any of this equipment is turned off then your VC may be unsuccessful.)

2. **Are all of the cables plugged in?** (A disconnected cable may result in no power to a piece of equipment, a VC without audio or video, an inability to view different inputs such as your document camera or laptop, or an unsuccessful DVD / VCR recording.)

3. **Is the power turned on at the wall?** (Always check that the power hasn't been switched off at the wall.)

4. **Do you have your Videoconference Notification with you in the VC Room?** (Your Videoconference Notification advises if the VC is a point-to-point or a multipoint and how the call will connect. Audio ports and Movi will either be listed as bridge dial out or provide a number for the participant to dial into. The VC requestor and SC contact details are also listed.)

FINALLY

1. **Phone the Telstra iVision Service Desk on 1800 025 369.** (Telstra iVision will be able to help with all of your technical problems.)

CISCO C20 BACK PANEL

CISCO SX20 BACK PANEL