



Simple.

Flexible.

Dependable.

## Video Conference Troubleshooting Guide

### **Sending No Video**

- Is there a power light on the camera?
- Do a test connection with another system to determine if video is being sent in other connections.
- Disconnect and reconnect the power cable and video cable to re-seat them and reboot the camera.
- Is the video cable connected to the camera?
- Is the video cable connected to the back of the video conference system?

### **Seeing No Video**

- Is the TV or projector powered on?
- Is the TV or projector showing the correct source (i.e. HDMI)?
- Do a test connection with another system to determine if video can be seen in other connections.
- Is the video cable connected to the TV or projector?
- Is the video cable connected to the back of the video conference system?

### **Sending No Audio**

- Is the video conference system unmuted?
- Is there a power light on the microphone?
- Do a test connection with another system to determine if audio is being sent in other connections.
- Is the cable connected to the microphone?
- Is the microphone cable connected to the back of the video conference system?

### **Hearing No Audio**

- Is the audio level on the system turned up?
- Is the far side system muted?
- Do a test connection with another system to determine if audio can be heard in other connections.

### **Sending No Computer or Document Camera Content**

- Is the cable connected to the computer or document camera?
- Is the cable connected to the back of the video conference system?
- Does something need to be done on the computer to output the feed (i.e. function key+F4)?
- Will a different computer or document camera work?
- Do a test connection with another system to determine if the computer or document camera feed is being sent in other connections.

### **Further Assistance Needed**

- E-mail [episdsupp@i2itech.com](mailto:episdsupp@i2itech.com) and include your campus, the issue you are experiencing, and the troubleshooting steps you have tried