


Troubleshooting Tips

1/25/05

INDICATION	POSSIBLE CAUSE(S)	CORRECTIVE ACTION
<p>There are color bars on the monitor screen where your remote class or videoconference should be</p> 	<p>The remote participants may not have their equipment turned on yet.</p> <p>You may have the wrong session type selected.</p>	<p>Contact your remote participants by phone or fax.</p> <p>Go to "Utilities" - "Return to Session Page" and select the proper session type.</p>
Audio echo	Audio send and/or receive levels excessively increased to compensate for an individual who is soft spoken and/or leaning back away from the mic.	<p>Select "UTILITIES" - "VOLUME CONTROL"</p> <p>Check "SITE" volumes, "TO FIBER" volume, "ROOM" and overall "VOLUME"</p>
Audio Problems	<p>Your "TO FIBER" volume may be too low.</p> <p>You may be in "AUDIO PRIVACY" "ACTIVE"</p> <p>The other site may need to make volume adjustments at their equipment.</p>	<p>Select "UTILITIES" - "VOLUME CONTROL" and make adjustments as needed</p> <p>Select "UTILITIES" and deactivate the "PRIVACY" button.</p> <p>Ask that the teacher or aide or presenter at the other site check their audio levels</p>
No VIDEO at all on the monitor screen or screens (Black)	<p>Someone may have turned the power off at the monitor.</p> <p>Possible problem at remote site</p>	<p>Try turning on the power button on the front of the monitor.</p> <p>Contact the DL helpdesk and or the remote site.</p>
Play VCR does not play	<p>Power not ON.</p> <p>No tape in VCR.</p> <p>VCR not in PLAY mode.</p>	<p>Turn power ON for Play VCR.</p> <p>Check to see tape is fully and properly inserted</p> <p>Press PLAY button on touchpanel; check to see tape is moving.</p>
VCR does not RECORD	<p>Power not ON.</p> <p>No tape in VCR.</p> <p>VCR control not activated</p>	<p>Turn power ON for Record VCR.</p> <p>Check to see that a tape has been inserted in the Record VCR.</p> <p>Press a site to record; check to see tape is moving.</p>
DVD player does not play.	If your disk is not a commercial DVD disk, your material may not be properly encoded in a format that the DVD player can read.	If you know your DVD material was encoded in a format that will play on a pc media player, try playing it through the pc on the podium.

BOCES Distance Learning Program Help Desk
1-888-427-9173



Help Desk 1-888-427-9173