

**TROUBLE SHOOTING REFERENCE GUIDE**

<b><u>TROUBLE SHOOTING REFERENCE GUIDE</u></b>	
<b>AUDIO PROBLEMS</b>	<b>AUDIO SOLUTIONS</b>
<b>(A) The instructor can't hear the remote students and the remote students can't hear the instructor.</b>	<b>Is microphone muted at either site? Look for icon on the monitors (red circle and slash over Mic Icon). Are both rack riders in the desk on? Both red switches must be on.</b>
<b>(B) When students push their mic's the camera doesn't move and they can't be heard.</b>	<b>Check instructor's mic on the desk. If a red light is on then you are overriding the student's mic. Make sure light is off at both sites.</b>
<b>(C) The students at the remote site can't hear a video the instructor is playing.</b>	<b>Make sure that the mic's are not blocked at the remote site and both Rack Riders are turned on. There should be a red light on in the upper right hand corner of each rack.</b>
<b>(D) The students at remote site can't hear the instructor or other students.</b>	<b>Have the instructor or facilitator check far end amp and ensure that it is turned on.</b>
<b>VISUAL PROBLEMS</b>	<b>VISUAL SOLUTIONS</b>
<b>(A) The instructor can't see the students and/ or they can't see the instructor.</b>	<b>Make sure the audio signal is not blocked. Look for icon. If you see a camera with a red circle and slash through it, you are blocking the signal. On the pen pal use your stylus and touch the Icon with the camera on. This will clear up the problem.</b>
<b>(B) The students can't see the Smart Board at the remote location.</b>	<b>Make sure White Board is turned on. Touch it. This activates the board. Then using stylus pen, touch the computer Icon on the pen pal. This will allow students at remote location to view the board.</b>
<b>(C) The students at the remote site can't see the video that the instructor is playing.</b>	<b>When you play a video, you must use your stylus pen and touch the VCR tape Icon on the pen pal. This will send the signal to the remote location. You must insure that the tape is in playback recorder.</b>

<b>(D) The students at the remote location can't see the Power Point presentation.</b>	<b>If students can't see Power Point at remote site, remember the computer is like another camera. You have to send the signal to the remote site. After you have chosen the desktop from the yellow "View" area, you must send it from the green "Local Cameras" area.</b>
<b>(E) The Camera Freezes at the last location it was on.</b>	<b>Open cabinet and locate the PRN switch and turn it off and then back on again. This should free the camera. PRN is located in front of cabinet in most instances.</b>
<b>GENERAL PROBLEMS</b>	<b>GENERAL SOLUTIONS</b>
<b>(A) The tracking ring camera will not follow the instructor around the classroom.</b>	<b>If the tracking ring camera will not follow you, check the power. Make sure the ring is on and the battery is strong. Remember you must first touch the home button on the Cameraman Remote before turning the tracking ring on. If you fail to do this, the tracking ring will not operate properly.</b>
<b>(B) The pen pal stylus doesn't work.</b>	<b>If the stylus pen isn't working don't, press harder. It can take 7-10 seconds for the computer drive to spin up to speed. Remember you can always use the mouse.</b>
<b>(C) How does the instructor get an in-class test to the remote location and who will proctor them.</b>	<b>In most instances there will be a facilitator at the remote site to assist the instructor with the paper work involved and the technical problems. There will be a mailbox at each campus for the IVC Classrooms. Send your paper work or test through inner campus mail addressed to your facilitator and it will get to him/her.</b>

**IF ALL ELSE FAILS, USE PHONE. PUSH IVC HELP DESK ON THE SPEED DIAL, AND HELP IS ON ITS WAY.**