

Problems with equipment

1. Look **up** at the **ceiling monitor** to check status of your VC system:

If you see a black screen or screensaver **tap (OK) to wake**.

Check projectors, monitors and Vidyo unit are turned on (white led on power button).

If system is ready and waiting, it will show a **blue screen with list of rooms**.

If the person icon in top left is grey, and no room names listed then this is a **local network issue**

If you see **boxes with video from other VC rooms** then **you are already in the call**.

If you still see only one large video of yourself, or one other room but are expecting several rooms, then you may be early for the meeting, or in a the wrong meeting. If the start time passes, and no one else joins, then hang-up and see “**Connecting to conference**” poster.

2. Problem with **other people hearing you?**

Check for the **red mic mute icon**. Press **mic mute** on vidyo remote to toggle this.

Note there are three mute buttons – mic mute, speaker mute and video mute.

If you are speaking from the lecturer desk, please adjust the position of the microphone as it has a very directional pickup.

If you are in the audience, that you may need to speak clearly and loudly for the ceiling mic to be effective. One word answers are difficult to understand.

3. Problems **hearing the audio** but are in the call

If the speech is **difficult to hear or unclear**, tell the lecturer ask them to **adjust their microphone angle on desk**. You may also ask other sites to mute their microphones.

If there is **no audio**, adjust the **volume** on Vidyo remote, and check for red **speaker mute indicator**. There is a speaker mute/unmute button on Vidyo remote.

4. If you can't **see the presentation** but are in the video conference call

Check both projectors are on. Check on the projector and also desktop monitor.

Same video should be shown on both. **Ask the lecturer to press “share”** to start sharing with the video conference. Lecturer should refer to the ‘sharing poster’.

5. If you have a problem with another VC room, or questions about My.SUPA.

Sean Farrell - 0131 541 3048 / 07970 441 280

Sean is not available Fri 4/10/19 - Fri 18/2/19. Please call Vscene or SUPA office.

SUPA Office – 0131 330 4816 / 7721