The Remote control.

The remote control can be best described as a mixture of the TV remote control you may use at home and your Mobile phone, therefore most of these buttons may be familiar to you already. Here is a brief introduction to controlling the Videoconference (VC) equipment:-

Connect and disconnect a call manually.

As with a mobile phone to connect the call please select the Green

button .

To disconnect the call select the red button

Unmute the microphone.

If you see the symbol below displayed on your screen, this means that your microphone is muted.

To unmute your microphone then use the Yellow button

Adjust the Volume.

If the sound is low and you cannot hear the other side or if you see the symbol below which means that the sound has been turned right down.

Select the Vol + / Vol - button .

Display a presentation via Laptop.

First you will need to connect your laptop to the VC equipment, and to press the key sequence to display the screen. On most modern Windows laptop this can be done by pressing;-

Windows button + P at the same time.

If you now select the blue button, see below, this will display your laptop on the VC equipment.

Camera control.

To control the camera you will use the same arrow keys used to navigate the menus system

 To exit the menu system to allow you to control the camera, select the

cancel button

If you wish to re-enter the menu system, select the central OK Menu button.

Troubleshooting guide.

This gives you very quick and simple fixes for the majority of frequently encountered issues.

Issue	Solution
Far site cannot hear you.	Is your microphone unmuted?
	Are the speakers turned up at far site?
You cannot hear far site.	Ask the far site to unmute their microphone
	Are the speakers turn up on your VC system
	If your system has two screens, ensure both are powered on
Far site cannot see you.	Select Presentation on remote (9)
You cannot see the far site.	Ensure that the screen(s) are powered on
	Ask the far site to select presentation on remote (9)
The call has not connected.	Call the Service Desk.
The call has been disconnected.	Call the Service Desk.

If your issue still persists then you will need can contact the IT Service Desk team on the details below:-

Internally   EXT 5055

Externally   0300 500 5055