

| Problems with Video | Question | Possible Solution |
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| There is no video or audio, only a blank screen | Is the monitor turned on? | Turn on power to the monitor or projector. |
| | Is the Tandberg unit on? | Look for a green light on the front, left side of the Tandberg. If there is no light, the unit may have been turned off or unplugged. Turn on the unit by pushing the rocker switch located on the back of the Tandberg. |
| | Is the correct input selected on the monitor? | Cycle through the inputs on the monitor or projector, to ensure the correct input is selected. |
| | I've tried all that and it still doesn't work. | Call the Salt Lake VOC |
| There is no picture, but the Tandberg menu is on the screen. | Is the unit in "Selfview" mode? | Push the "Selfview" button on the Tandberg remote control. If you are not in a call, the Selfview Button toggles between your live picture and a black screen. |
| | Is the remote site sending black for some reason? | If you are connected to a call, inform the originating site that you have a black screen. It may be a switching problem or a temporary problem at the origination site. |
| | I've tried all that and it still doesn't work. | Call the Salt Lake VOC |
| The far site can't see my video. | Is your camera selected on the Presentation Menu? | Go to the Presentation Menu on the Tandberg and ensure that the Camera icon is selected as the outgoing video source. There will be a green circle around the active source. If the camera is not the active source, select it. |
| | Do you see yourself on the PIP or in "Selfview"? | Press the "Layout" or "Selfview" button and ensure that you can see your own camera image. If you can see yourself, but the far site still cannot see you, call the Salt Lake VOC. |
| | I've tried all that and it still doesn't work. | Call the Salt Lake VOC |

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| I have audio, but no video | Is the unit in “Selfview” mode? | Push the “Selfview” button on the Tandberg remote control. If you are not in a call, the Selfview Button toggles between your live picture and a black screen. |
| | Is the correct input selected on the monitor? | Cycle through the inputs on the monitor or projector, to ensure the correct input is selected. |
| | I’ve tried all that and it still doesn’t work. | Call the Salt Lake VOC |
| The video is pixilated, fuzzy, and/or jumpy | Is there a warning icon at the bottom of the Tandberg main menu screen? | This indicates a network issue. Call the Salt Lake VOC. |
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| Problems with Audio | Question | Possible Solution |
| I’m not receiving any audio. | Is the volume level on the monitor turned up? | Use the monitor remote control to adjust the volume level. |
| | Is the volume level on the Tandberg turned up? | Use the Tandberg remote to adjust the volume level |
| | Is the far site microphone muted? | Inform the far site that you have no audio and have them check their mic. |
| | I’ve tried all that and it still doesn’t work. | Call the Salt Lake VOC |
| The far site is not receiving my audio. | Has the mute button on the Tandberg remote been pushed? | Check to see if the red “Mic Mute” icon is in the upper right hand corner of the screen. Push the mute button on the Tandberg remote to remove the icon and unmute the mics. |
| | Is the mixer turned on? | Check to make sure the mixer is powered on. If not, turn on the power switch. |
| | Have you tried a different microphone? | Sometimes mics and cables go bad. Try using a different microphone. |
| | Is the needle moving on the mixer when you talk into the mic? | If it is not moving, the problem is in the room. Check all connections to the mixer. If the needle is moving and the site still doesn’t hear you, call the Salt Lake VOC. |
| The audio is coming in very low. | Is the volume level on the monitor turned up? | Use the monitor remote control to adjust the volume level. |
| | Is the volume level on the Tandberg turned up? | Use the Tandberg remote to adjust the volume level |

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| | Is the far site mic level set too low? | If you have checked you internal volume levels and it is still low, tell the far site their audio is coming in low so they can adjust their mic level. |
| | I've tried all that and it still doesn't work. | Call the Salt Lake VOC |
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| Problems with VCR/DVD | Question | Possible Solution |
| I'm not seeing the playback from the VCR/DVD player. | Is VCR selected in the Presentation Menu? | Go to the Presentation Menu on the Tandberg and ensure that the VCR icon is selected as the outgoing video source. There will be a green circle around the active source. If the VCR is not the active source, select it. |
| | Is the unit in "Selfview" mode? | Push the "Selfview" button on the Tandberg remote control. If you are in a call this will toggle between the incoming signal and your outgoing picture. If you are not in a call, the Selfview Button toggles between your picture and a black screen. |
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| Problems with the Document Camera | Question | Possible Solution |
| The far site can't see my Doc Cam. | Is the doc cam powered on? | Turn on the power to the doc cam. |
| | Is "Doc Cam" selected in the Presentation Menu? | Go to the Presentation Menu on the Tandberg and ensure that the Doc Cam icon is selected as the outgoing video source. There will be a green circle around the active source. If the Doc Cam is not the active source, select it. |
| | Is the doc cam connected to the "AUX" port on the Tandberg? | Sometimes the doc cam is connected to the AUX port on the Tandberg unit. In the Presentation Menu and select the AUX icon as the active source. |
| | Is the input on the doc cam set to show the camera? | Set the input on either "Main" or "Camera" input (depending on the model you have) instead of RGB. |

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| When I select “DOC CAM” on the Presentation Menu, I get a message that says the Doc Cam is not connected. | Is the doc cam powered on? | Turn on the power to the doc cam. |
| | Is the doc cam connected to the “AUX” port on the Tandberg? | Sometimes the doc cam is connected to the AUX port on the Tandberg unit. In the Presentation Menu and select the AUX icon as the active source. |
| | Is the input on the doc cam set to show the camera? | Set the input on either “Main” or “Camera” input (depending on the model you have) instead of RGB. |
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