i2i technologies

S i m p l e .   F l e x i b l e .   D e p e n d a b l e .

Troubleshooting Guide

Audio Issues

I can't hear them.
- Check your monitor or speaker and confirm it is not muted.
- Check the volume level to make sure it is not turned down too low.
- Ask the far end to un-mute their microphone.
- Check to make sure the correct microphone is selected on the computer.

They can't hear me or my audio is not good.
- Make sure your microphone is not muted.
- Write a note (or call them) and ask them to check their volume. (Any easy way for them to check is to go to YouTube and play a video. If they can hear the sound, then their speakers are working and the volume is correct.)
- Check for anything interfering with the microphone, i.e fans or ambient noise.

I hear an echo.
- If you hear the echo, it might be generated by an issue from someone else.
- Ask the far end to move their microphone away from their audio speakers.
- Ask the far end to turn down their volume.
- If you are using your computer, make sure that you have selected the correct microphone and speakers. Sometimes, headphones will also take care of an echo.

If all else fails, redial or reboot.

Video Issues

I can't see them.
- Make sure your monitor or display is turned on.
- Make sure the other site dialed as "Start with Camera On" and not "Start with Camera Off".
- Make sure the other site did not mute their video.
- If someone is speaking off camera, ask them to move the camera so that everyone can be seen.

They can't see me.
- Ask them to describe what they are seeing. Sometimes, if your slides are up, they will see your slides and not you.
- If they are seeing a blue screen, that is sometimes an input selection issue on their end. It needs to be set to their video and not an external source.
- Ask them to make sure their monitor or display is turned on.

They can't see my document camera or computer.
- Verify that you selected the correct source, if multiple items are connected to the video conference system.
- Verify that you connected your computer/laptop/document camera and began sending your presentation.
- Verify that you clicked "Share Your Screen" and the item that you wanted to share.