



California State Parks PORTS Distance Learning Program Videoconference Troubleshooting Tips

No video or audio:

Is your videoconference machine plugged into a TV or projector and an external audio source?

Also, check settings on your specific machine.

Dialing but not connecting:

Not connecting at all usually means you are not connected to the internet correctly; check to make sure the videoconference machine is plugged into an internet jack.

Check to make sure the internet jack is active. If your internet jack is live, you should see blinking "activity lights" where you plug the cable into the device. If still not working contact your on-site or district IT support.

Connected to the bridge but not seeing video:

This is a typical firewall issue, contact your on-site or district IT support.

Connected to the appropriate bridge room and can see video, but can't hear audio:

Is an external speaker connected to the videoconference machine? You may not need external speakers if your projector has an audio input or if you are using a television.

Check volume control on speakers and on videoconference machine.

The presenter can see us but not hear us:

Check to make sure the microphone is connected properly.

Check to see if the microphone is muted.

I dial the IP address and successfully connect to the "room" menu but receive the message "Far end camera control is unavailable" when I try to navigate the menu:

When on the menu screen, press "*" on the remote and enter in the 4-digit room number (the room number is also the last 4 digits of the E.164 number). Press "#" to connect.

Dialing but receive one of the following messages "conference is unavailable, Far Site no response, or Call Failed:"

The distance learning interpreter is still presenting a program. Our distance learning sites keep a tight schedule. You may not be able to access your conference until your scheduled time. Please try to dial in as close to your scheduled start time as possible.

If you receive this message and it is your scheduled time, call the distance learning interpreter at the phone number provided on the confirmation.

I am connected in the conference but the distance learning presenter is not there:

Check the confirmation the distance learning interpreter sent you to ensure you have the correct program date and time. Also double check to make sure you are connected to the correct conference room.

Contact the distance learning interpreter at the phone number listed on the confirmation.