

Videoconferencing Tips

- When you enter the room, the video conference equipment should already be set up and turned on
- The microphone (black triangle) should be pulled out to the centre of the table
- The call will connect automatically*
- Leave the microphone muted during the presentation, you can un-mute it to ask questions of the presenter/instructor.

Troubleshooting

- Make sure the TV is turned on
- If you are seeing “snow” on the screen, ensure that the TV input is set to VIDEO
- If the other site(s) cannot hear you, verify that your microphone is not muted
 - The button on the **MIC IS RED WHEN MUTED**
- If you cannot hear the presentation, check the volume on the TV
 - If volume is NOT the problem, un-mute your microphone to ask the presenting site to make sure their microphone is turned on

**If the call does not start on time or if you cannot troubleshoot the problem, call:*

0800-1600: Denise Renaud x. 72368 pager: 987-9365 or Paul Dunn x. 72367
pager: 251-8941

0700-1700: IS Helpdesk x. 72011

0730-1700: VideoCare Support Desk (519) 850-2599**

****you will need a long distance code for this call**

LEAVE MICROPHONE MUTED WHEN YOU ARE FINISHED

DO NOT TURN THE EQUIPMENT OFF

