

Polycom Troubleshooting Tips

Can't Get Connected?

Before calling the IVN Help Desk, make sure you check these items

Host Site (site of the instructor): If you can't get connected, **first check the power issues below**, then have your site coordinator call the IVN Help Desk. Also, call one of the receiving sites and have them notify the other sites for you.

Receiving Site: If you are experiencing problems, call the host site (site of the instructor). The host site will notify their site coordinator to report the problem.

Power Issue: #1 Item on the Checklist – Check the Power!

1. Are the monitors plugged into the outlets?
2. Did you turn the power on the monitors and the codec?
3. Turn off the power on the monitors and codec and reboot the system (restart).
4. Is the other site's unit power on?

Point-to-Point Calls - Even if you have used the scheduling software system provided by NDIVN, you will still need to call the other site in a point-to-point call. **Remember to hang up upon completion of the call.**

Making a Call – Cannot connect a point-to-point call

Cause	Solution
The alias name you are dialing may not be correct.	Check if the name is correct and dial again.
Your system may be the problem.	Have the other site try calling you.
The other site's unit power may be off.	Have the other site coordinator check if the system is on and functioning properly.
You are able to make calls but not receive them.	Contact IVN Help Desk for assistance.

General

Symptom	Cause	Solution
Slow blinking green light appears on the front of the ViewStation.	The system is in sleep mode. This is normal.	The system wakes up on any action from the remote control or on an incoming call.
Amber light appears on the front of the ViewStation.	The system is in a call. This is normal.	
Green light appears on the front of the View Station.	The system is NOT in a call. This is normal.	
Point-to-Point Call Error message occurs when dialing a video call	Other site may not be turned on.	Call the other site and have them turn on their equipment.
	Other site may be in another call.	Check with your scheduler if there is a conflict OR call the other site to verify if they are in another call.
	May be an incorrect alias name.	Check the alias name and dial again if in a point-to-point call. OR have the other site try to call you.
	It may be a network problem.	Call the IVN Help Desk.

Video

Symptom	Cause	Solution
The monitor is blank.	The ViewStation goes to sleep mode after four minutes of inactivity when not in a call.	Pick up the remote control to wake up the ViewStation.
Picture is slow or jerky.	Excessive motion in the picture you are receiving.	A background with less motion provides a better, smoother video picture.

Remote Control

Symptom	Cause	Solution
System does not respond to the Remote control.	No batteries in the remote control.	The green light at the front of the ViewStation should blink with each button pressed on the remote control.
Low battery icon on the screen.	Low battery in the remote control.	Replace batteries in the remote with 3 AAA batteries.

Camera Controls

Symptom	Cause	Solution
Camera tracking does not work properly.	Camera tracking was turned off by near or far site.	Camera tracking is turned off when the near or far site moves your camera. Press the AUTO button to restore tracking.
	The far site is speaking.	The camera stops tracking when the far site speaks to prevent the camera from pointing to your monitor speaker. Wait for the far site to stop speaking.
	The far site is very noisy.	The camera stops tracking when the far site is too noisy. Try setting the ViewStation to track to camera presets.
	Near site is on mute.	The near site camera does not track when the near site is on MUTE. Toggle mute function with the MUTE button.
Local site camera does not pan or tilt.	You are attempting to move a camera that does not have pan/tilt/zoom capabilities.	Make sure you have selected a pan/tilt/zoom camera.

Audio

Symptom	Cause	Solution
Not enough volume during a call.	Volume set too low on the View Station	Turn up the volume using the remote control.
	Volume set too low on the monitor	Turn up the volume on the monitor or external amplifier.
	Microphone pod is too far from the speaker.	Move the microphone closer to the meeting participants.
No audio in a call.	Receiving site is muted.	Look for the Far Site Mute icon. Ask the receiving site to unmute their microphone pod.
	ViewStation connected to the wrong audio input on the monitor.	Make sure the ViewStation audio output lead(s) are connected to the same input connector(s) that have been selected on the monitor.
An echo is heard at the host site when speaking.	Receiving site microphone pod is too close to the audio speaker.	At the receiving site, make sure the microphone pod is placed away from the audio speaker.
	The receiving site audio volume may be too loud.	Turn down the audio volume at the receiving site.
Host site or receiving site can not hear VCR audio or see the VCR video	VCR input is not selected.	Turn on the VCR input by selecting the NEAR key twice and selecting the VCR icon.
Local audio can be heard when speaking in the microphone	The monitor audio amplifier is not connected to the audio out of the ViewStation.	Connect the monitor or audio amplifier to the monitor audio out of the ViewStation.

IVN Help Desk – 701-777-6486