

380-G.04 Boardroom Video Conferencing Troubleshooting

1. Go to room remote and select House Mac. Press Left projector and Right projector buttons



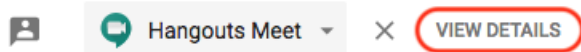
Figure 1 - REMOTE-MainMenu HouseMac.JPG

2. Screens will drop down and you will see the Meet background



Figure 2 -SCR-1-FrontPage Blank.JPG

3. If your meeting is listed use remote to navigate to your meeting and press centre button. If not, navigate to **use a meeting code**. Open meeting in Google Calendar & click view details.



4. You will now be connected to the meeting and will be able to see and hear others.

TROUBLESHOOTING

If the other side is unable to hear you, check that the microphone is on.



Bluetooth (blue) and Link (green/brown) should both be lit on the Jabra microphones. See image.

Figure 3 - Mlc-OK

Front of House – A/V Troubleshooting

Problem: We cannot hear the other side.

Solution: Check that the room remote (Crestron) is set to House Mac



Why?

If the room is set to the wrong mode, it will be expecting sound from a different device. Eg If Digital TV was selected, then the room speakers would output from TV.

Problem: The other side cannot hear us

Solution:



Check that Jabra mics are ON and connected via Bluetooth.

If the Mic is not on or not connected to Bluetooth it won't be sending sound to the other parties.



Also check that mic is not muted. If you see red dots around the outside, mute is active.

Either press Mic at the top or mic on chrome remote to unmute.

Front of House – A/V Troubleshooting

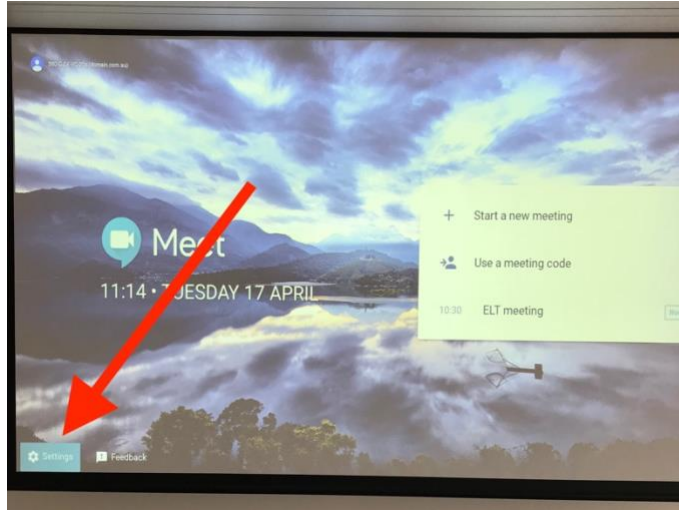
Problem: The other side/party cannot see us.

Solution: Is the camera at the front of the room facing down?

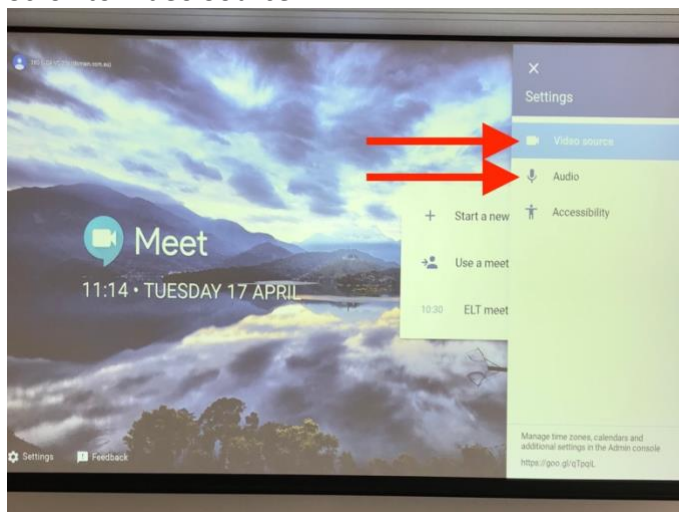
Pick up the Cisco remote to wake it up. If necessary press a button.

Check that the camera is set to the correct option.

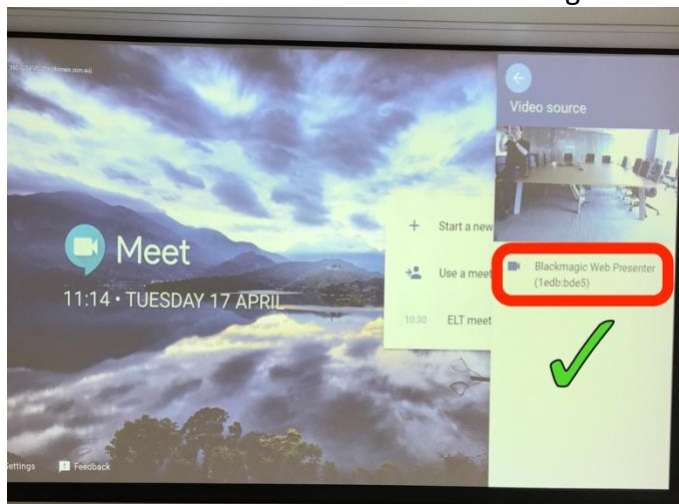
1. Go to Meet
2. Using Chrome remote navigate to settings



3. Scroll to Video Source



4. Check that Video Source is set to Black Magic Web Presenter.



Front of House – A/V Troubleshooting

Problem: My meeting isn't showing up on the screen, how do I connect?

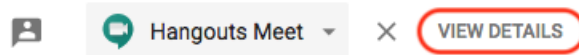
Solution:

1. Use the Hangouts remote and click on *Use a meeting code*.
2. Flip over the remote so that the letter side is up.
3. Enter the code shown inside your calendar. Hyphens are not required.
Where do I find the code? See below

Problem: How do I find the code I need when I click on *Use a meeting code*

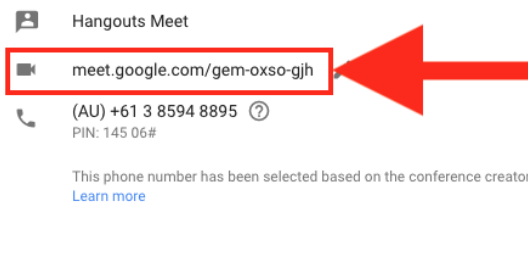
Solution:

1. Open Google Calendar
2. Double click on the meeting to open it up
3. Click on View Details to see the Conference code



4. Meet code will be shown as per below:

Conferencing details



5. When using a chrome box in a Domain meeting room, you only need to enter the letters, not the hyphens. EG gemoxsogjh

Problem: Can I invite external parties to a Google Hangouts/Meet?

Solution: Yes, invite them to the meeting as you would invite an internal person.

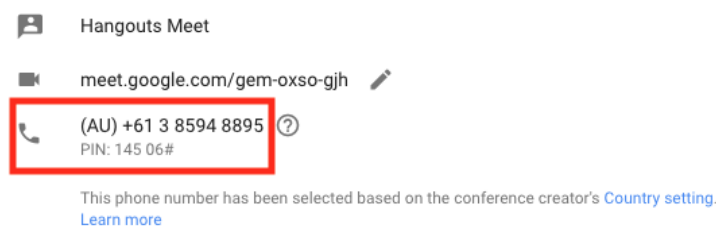
1. They will get a link to join (eg meet.google.com/gem-oxso-gjh)
2. The end user will need Google Chrome installed if accessing on a laptop or desktop
3. If accessing on a mobile device (eg Android, iPhone, iPad, tablet) user will need to click on the meet link and will be directed to download the meet app from their relevant app store.
4. User clicks on the link from their email and they will be prompted to join the call

Problem: Can a person connect via phone if they can't do a video call?

Solution: Yes, The dial-in code is displayed in the Conferencing details

1. See "How do I find the code I need when I click on *Use a meeting code*" to find out how to access the conferencing details.
2. Provide the phone number and pin number to the other party.

Conferencing details



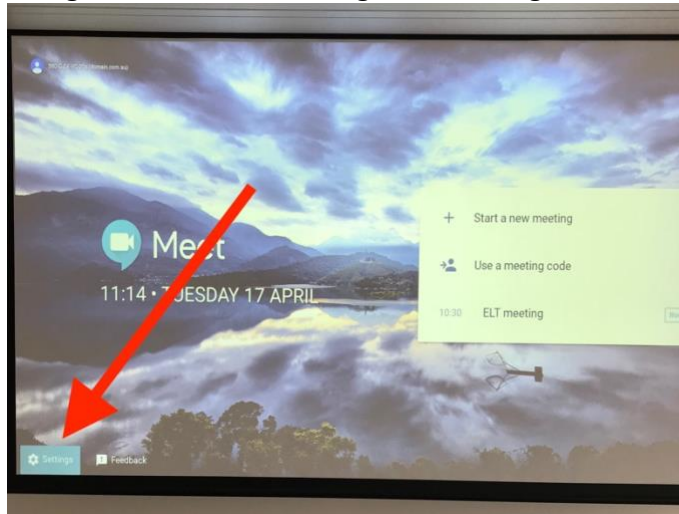
DONE

Front of House – A/V Troubleshooting

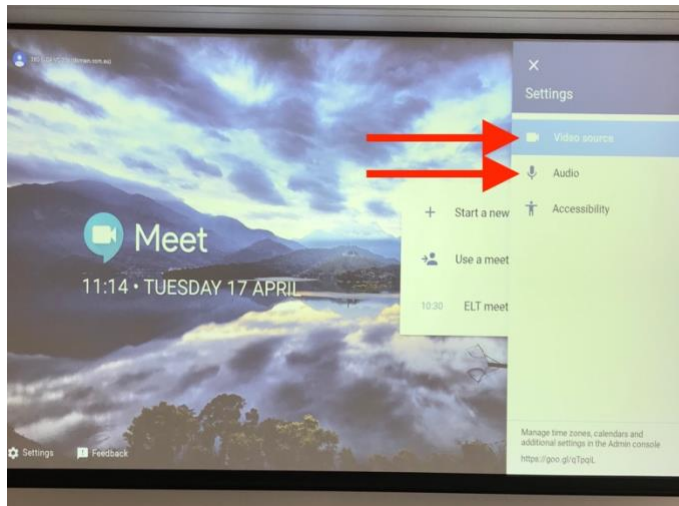
Problem: Sound issues in the meeting room

Solution: Check that the correct microphone and speakers are selected.

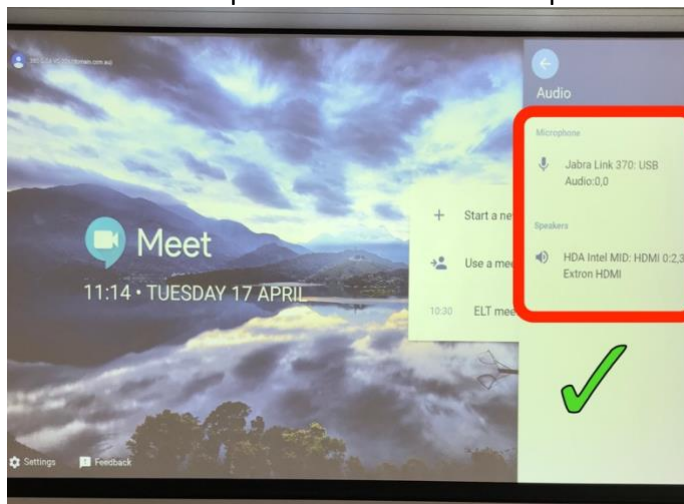
1. Using Chrome remote navigate to settings



2. Scroll to Audio



3. Check that Microphone is set to Jabra & Speakers are set to Extron HDMI



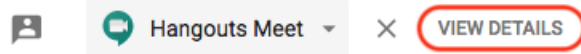
4. Ensure that the Jabra puck mic is not muted – if muted you will see red dots around the outside.

Front of House – A/V Troubleshooting

Problem: I want to share my screen with the other party

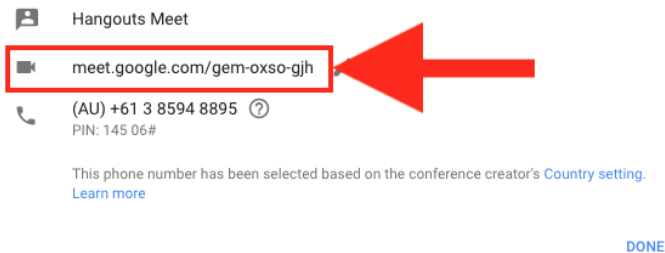
Solution: NO CABLES REQUIRED – Just connect to the VC on your laptop. Instructions below.

1. Open Google Calendar
2. Double click on the meeting to open it up
3. Click on View Details to see the Conference code

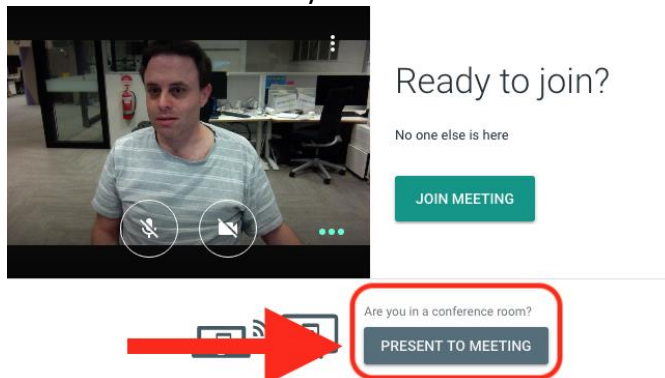


4. Meet code will be shown as per below:

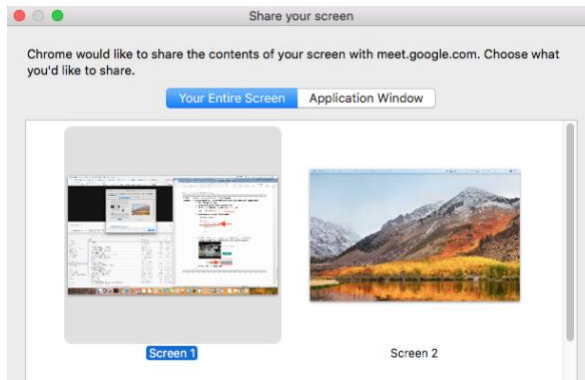
Conferencing details



5. Click on the meet code and you will be connected to the meeting. You will be able to see yourself on the screen via the webcam.



6. Click on PRESENT TO MEETING
7. Click on Your Entire Screen and click the Share button



8. The other party will be able to see everything on your screen. minimise any unwanted apps before clicking on the share button.

Click the stop presenting button when you don't want anyone else to see what's on your screen.