



| Problem   | Solution  |
|---|---|
| Document Camera Won't Display   | <ul style="list-style-type: none"> <li>◆ Make sure the "Green Light" that indicates Autofocus is "On"</li> <li>◆ Make sure document camera head is pointed down and power is plugged in</li> <li>◆ Move document slightly and wait for document camera to Autofocus</li> </ul>  |
| Projector Not Showing Images  | <ul style="list-style-type: none"> <li>◆ Make sure the projector has power by selecting 'Proj Power' on the 'Select Source to View' screen</li> </ul>   |
| Classroom Volume Too Low/Loud   | <ul style="list-style-type: none"> <li>◆ On the 'Select Source to View' screen use the 'Up'/'Down' arrows to adjust the classroom speaker volume</li> <li>◆ Note: There is a 3 sec delay after selecting a volume level</li> </ul>  |
| No Sound Coming from Classroom Speakers   | <ul style="list-style-type: none"> <li>◆ On the 'Select Source to View' screen select the 'Mute' button to un-mute speakers</li> <li>◆ Note: There is a 3 sec delay after selecting a volume level</li> </ul>   |
| FreeBeam Program Did Not Open When I Began My Session                                   | <ul style="list-style-type: none"> <li>◆ Select the 'Lectern Workstation PC' button</li> <li>◆ Go to 'Programs'</li> <li>◆ Select the 'FreeBeam' program</li> </ul>   |
| After Erasing the FreeBeam Whiteboard the Markings Still Show Up On the Computer Screen | <ul style="list-style-type: none"> <li>◆ Make sure you use the Freebeam eraser to erase the whiteboard</li> <li>◆ Make sure you are holding the eraser flat against the whiteboard</li> <li>◆ Check for the "Replace Batteries" message on the computer screen</li> </ul>   |
| FreeBeam Markers/Markings Aren't Showing on the Computer Screen                         | <ul style="list-style-type: none"> <li>◆ Make sure you are not holding the FreeBeam pen too close to the tip of the marker (This blocks the signal)</li> <li>◆ Make sure that the indicator on the receiver is 'Green'</li> <li>◆ Check for the "Replace Batteries" message on the computer screen</li> </ul>   |
| Site 'A' Students Cannot Hear Site 'B' Instructor                                       | <ul style="list-style-type: none"> <li>◆ At Site 'A' location adjust the "Incoming Volume Level" on the 'Student Site Mode' videoconferencing screen as needed</li> </ul>   |
| Site 'A' Plays a VCR Tape but Site 'B' Can't Hear It                                    | <ul style="list-style-type: none"> <li>◆ At Site 'A' location adjust the "Device Volume Level" on the 'Student Site Mode' videoconferencing screen as needed</li> </ul>   |
| Student Camera is not "Tracking" the Student Speaking                                   | <ul style="list-style-type: none"> <li>◆ Select the 'Auto Student Cam Position' on the 'Instructor Site Mode' screen</li> </ul>   |
| Instructor Camera is not "Tracking" the Instructor                                      | <ul style="list-style-type: none"> <li>◆ Select 'Teacher Camera'</li> <li>◆ Select 'Auto Tracking'</li> <li>◆ Select 'On/Off'</li> <li>◆ Keep pressing the 'Chase' button until it reads 'Chase 2'</li> <li>◆ Zoom Camera to Instructor</li> <li>◆ Select 'Start/Stop'</li> <li>◆ Note: There is a 3-5 sec delay before this function is activated. Instructor should stay in position for those 3-5 secs.</li> </ul> |



| How Do I . . . .   | Solution  |
|--|---|
| How Do I Set Up a 'Instructor Conference'  | <ul style="list-style-type: none"> <li>◆ Make sure NETnet has scheduled the conference</li> <li>◆ On the 'What Would You Like To Do?' screen select 'Instructor Conference'</li> <li>◆ When prompted for the code enter "1988"</li> <li>◆ Select the "Enter" button</li> <li>◆ Select the 'Teacher Camera' button</li> </ul>  |
| How Do I Set Up a 'Student Conference'   | <ul style="list-style-type: none"> <li>◆ Make sure NETnet has scheduled the conference</li> <li>◆ On the 'What Would You Like To Do?' screen select 'Student Conference'</li> <li>◆ Select the 'Student Camera' button</li> </ul>   |
| How Do I Set Up a 'Local Presentation'   | <ul style="list-style-type: none"> <li>◆ On the 'What Would You Like To Do?' screen select 'Local Presentation'</li> <li>◆ Select desired source (i.e., document camera, vcr, presentation laptop, etc)</li> </ul>  |
| How Do I Set the Teacher Camera Presets  | <ul style="list-style-type: none"> <li>◆ Select 'Teacher Camera'</li> <li>◆ Select 'Preset'</li> <li>◆ Use the Zoom/Arrow Keys to Set Your Shot</li> <li>◆ Press the 'Store' button</li> <li>◆ Press the Numbered Preset Button You Wish to Store the Shot In</li> </ul>  |
| How Do I Get the White Box and Writing Off the Screen When I'm Using the 'Auto Tracking' Feature | <ul style="list-style-type: none"> <li>◆ Press the 'Data Screen' and the 'Frame Display' buttons accordingly until the screen is clear</li> </ul>   |
| How Do I End a Session   | <ul style="list-style-type: none"> <li>◆ Upon completion of session select the 'End Conference' button located on the lower left portion of the screen</li> <li>◆ <b><u>VERY IMPORTANT:</u></b> If you know that another instructor will be using the classroom this day do not proceed however if you believe that there is no other class for the remainder of the day please press the "Shut Down" button to conserve the projection bulb</li> </ul> |

If the above information does not aid you in solving your problem please access the Help Menu and follow the instructions found within. The help information can be accessed by selecting the 'HELP ?' button located in the lower right hand corner of the touch screen