

AV Troubleshooting Guide

 Need help? Tap the call icon in the top right

Audio Issues

REMOTE PARTICIPANTS CAN'T HEAR YOU

Is the touch panel mic muted?

Tap the microphone icon on the bottom toolbar to unmute.

Is the meeting app muted?

Mute is synced — the room follows your meeting app. Just unmute in your app and the room follows.

Is the USB cable connected?

The USB cable (front of room) must be plugged into your laptop for the room mic to work.

Wrong mic selected in app?

Go to your meeting app's device/audio settings and select the room microphone from the dropdown.

YOU CAN'T HEAR REMOTE PARTICIPANTS

Is the volume turned up?

Drag the volume slider on the touch panel toolbar to the right to increase room speaker volume.

Wrong speaker selected in app?

Go to your meeting app's device/audio settings and select the room speaker from the dropdown.

USB cable connected?

The USB cable must be plugged in for room speakers to route audio from the meeting app.

HDMI cable connected?

If you're sharing your screen via HDMI, make sure it's firmly connected — a loose HDMI cable can interrupt audio routing to the room speakers.

ECHO OR FEEDBACK DURING THE CALL

Laptop speakers active?

Make sure your laptop's own speakers aren't playing the meeting audio — route audio to the room system only.

Multiple devices in room?

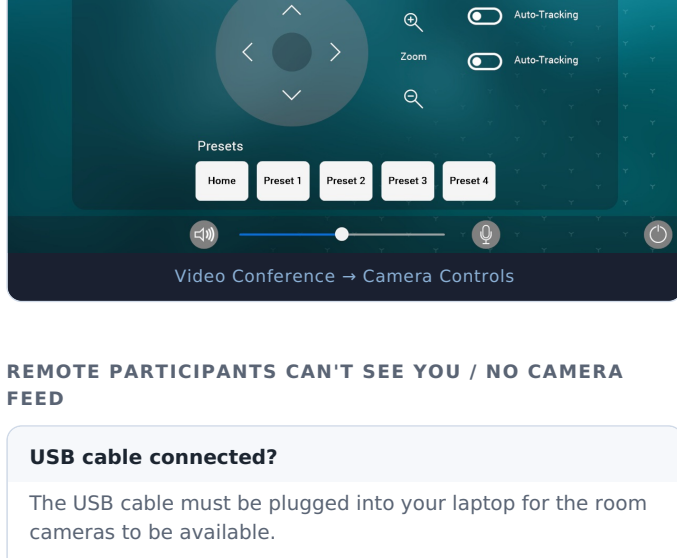
If someone else has a laptop open with the same meeting, mute or close it — two audio sources cause echo.

IN-ROOM PARTICIPANTS CAN'T HEAR EACH OTHER (VOICE LIFT)

Voice Lift level low?

Tap **Audio Controls** on the home screen and increase the Voice Lift slider.

Camera Issues



REMOTE PARTICIPANTS CAN'T SEE YOU / NO CAMERA FEED

USB cable connected?

The USB cable must be plugged into your laptop for the room cameras to be available.

Wrong camera selected in app?

Go to your meeting app's video/camera settings and select the room camera from the dropdown.

Camera not waking up?

Use the **camera remote** located behind the display to manually wake the cameras:

Press the yellow **"1" button** then the **power button** → wakes the front camera.

Press the yellow **"2" button** then the **power button** → wakes the rear camera.

CAMERA ANGLE NEEDS ADJUSTING

Need to pan, tilt, or zoom?

Tap **Video Conference** on the home screen. Use the D-pad to pan/tilt and the +/- icons to zoom. Never physically touch the cameras.

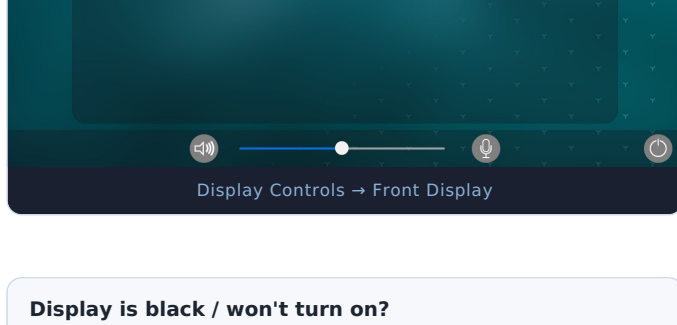
Wrong camera (front vs rear)?

In Camera Controls, tap **Front** or **Rear** to switch between the audience-facing and ceiling-mounted cameras.

Want to reset the view?

Tap the **Home** preset button to return the camera to its default position.

Display Issues



Display is black / won't turn on?

Tap **Display Controls** on the home screen and toggle the Front Display **Power** switch on.

Laptop screen not showing on display?

Make sure the **HDMI cable** is firmly connected to your laptop. The display input should be set to **HDMI** in Display Controls.

Display on but wrong input?

In Display Controls, tap the **HDMI** input button to switch the display to the correct source.

Touch Panel Issues

Touch panel shows a connection error?

Tap **Cancel**, then tap anywhere on the screen — it will attempt to reconnect automatically. This usually only needs to be done once.

Panel is unresponsive or frozen?

Wait 30 seconds and try again. If it remains unresponsive, call IVCi support.

Still Not Working?

If you've worked through the steps above and still have an issue, call the IVCi helpdesk. We're available **24/7** and can usually resolve issues remotely without interrupting your meeting.

 **800-224-7083 opt 3** · MCS@IVCi.com · or tap the call icon in the top right corner of this page

IVCi Managed Video Experience

Technical support: [800-224-7083 opt 3](tel:800-224-7083) · MCS@IVCi.com

601 Old Willets Path · Hauppauge, NY 11788