

## Troubleshooting BEFORE you call

Many technical “problems” in Video Conferencing are actually small fixes that can be done BEFORE calling for technical support

Try these simple steps BEFORE you call:

Are you having problems with:	Did you check:	Also try this:
<b>VISUAL (Seeing)</b>	Do you have your VC Camera lens caps off	Is the Camera turned towards everyone? Is everyone in front of the camera?
<b>AUDITORY (Hearing)</b>	-Check the volume on the TV remote -Check volume on the VC Remote	Is the microphone unmuted on the side who is speaking
<b>VISUAL &amp; AUDITORY (Seeing and Hearing)</b>	-Is the TV on the correct INPUT or SOURCE * This can be adjusted by your TV remote ≈ If you can see yourself on the Polycom Screen you are on the right input	Are you sure you are connected to the video conference
<p><b>ALWAYS CHECK YOUR INTERNET</b></p> <p>You must have an internet connection in order to participate in a Video Conference. If you do not have an internet connection contact the following:</p> <ul style="list-style-type: none"> <li>○ If you are a First Nations Site call 1-888-999-3356</li> <li>○ If you are Health Canada contact Shared Services</li> <li>○ If you are an outside party contact your internal technical department</li> </ul>		

**If these quick fixes don't work DO NOT unplug or wiggle around wires, please call 1-888-999-3356 and speak to the Telehealth Support Team.**