

## VIDEO CONFERENCING

### POWERING ON THE AV SYSTEM

If the touch panel display is blank or showing a **PRESS SCREEN TO ACTIVATE** message, first touch the touch panel, then select the large **POWER ON** button to start the AV system. It is normal for the system to take up to 40 seconds to start.



### ENABLING VIDEO CONFERENCING MODE

Enable Video Conferencing Mode by selecting the **VIDEO CONF MODE** tab at the top of the touch panel display, then select **YES** to confirm.

VIDEO CONF MODE

### PLACING A CALL

To place a call, first select the large **CALL** button to access the Call Control menu, then choose from the following three options to select or enter an address.

**Phone Book** A listing of UQ and commonly used external video conferencing systems can be accessed by selecting the **Phone Book** button option. Select a location from the menu, then select **Dial** to place a call.

**Recent Calls** The **Recent Calls** button option allows for the selection of a recently placed call. Select a recent address from the menu, then select **Dial** to place a call.

**Manual Dial** To manually dial an address, select the **Manual Dial** button option to make an on-screen keyboard appear, enter the address details, select **OK**, then select **Dial**.



### ANSWERING A CALL

**Video Conferencing Mode** must be enabled in order to receive a call. When a call is received, a ringing sound will be heard through the room's speakers and a pop-up menu will allow you to select **Accept** or **Reject** on the touch panel display.

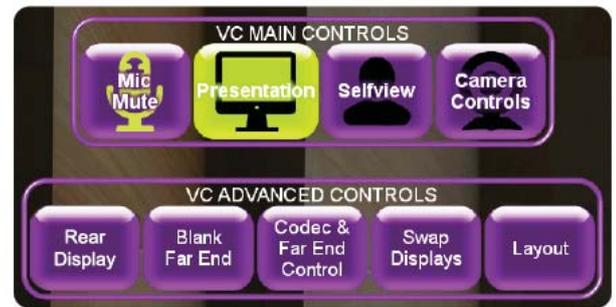
### SOURCE SELECTION

The **VC PRESENTATION SOURCE** and **VC MAIN SOURCE** sections allow you to control what video sources can be seen by your call recipients. The available sources will vary between systems, though the most common sources will be selected automatically once a call has been placed. The best video quality will be achieved by ensuring that a video camera source is selected within the **VC MAIN SOURCE** section, and the source device for your presentation material is selected within the **VC PRESENTATION SOURCE** section.



## SHARING A PRESENTATION SOURCE DEVICE

Video from a presentation source device, such as a Desktop PC or Laptop, can be shared with the call recipients by first ensuring that the correct source is selected from the **VC PRESENTATION SOURCE** section, then selecting the **Presentation** button option from the **VC MAIN CONTROLS** section. This option will be highlighted green when enabled. Press the button again to disable the presentation source send.



## SELF VIEW

Select the **Selfview** button option from the **VC MAIN CONTROLS** section to toggle a preview of the currently selected Main Source on the room display. Please make sure that either **Main Cam** or **Audience Cam** is selected within the **VC MAIN SOURCE** selection.

Use the red **X** to close the **Codec Controls** pop-up menu.

## CAMERA CONTROLS

To change the position of a room camera, select the **Camera Controls** option from the **VC MAIN CONTROLS** section, then use the directional controls to adjust the selected camera's position and zoom level.

If you cannot see your camera on the room display, first follow the Self View instructions above.

Use the red **X** to exit the **Camera Controls** menu.

## AUDIO CONTROLS

The **Mute Mic** button within the **VC MAIN CONTROLS** section can be used to mute and un-mute your microphone. Your call recipients will not be able to hear you if the **Mute Mic** button is enabled. This button will not mute your microphone to the room's speakers within a lecture theatre.

Select the **Volume** button option at the bottom of the touch panel interface to access the AV system's volume control faders:

<b>VC MIC SEND</b>	Controls the volume of your microphone to the call recipient's system.
<b>VC LINE SEND</b>	Controls the volume of your presentation audio to the call recipient's system.
<b>VC FAR END</b>	Controls the volume of the call recipients to your room speakers.
<b>RADIO MIC</b>	Controls the volume of your radio microphone to both the room speakers and the call recipient's system.
<b>LECTERN MIC</b>	Controls the volume of the room's lectern microphone to both the room speakers and the call recipient's system.

## VC ADVANCED CONTROLS

The **VC ADVANCED CONTROLS** section may contain the following options:

<b>Rear Display</b>	Use this option to change the input assigned to the rear display, if available.
<b>Blank Far End</b>	Use this option to blank the call recipient's camera feed on the room display.
<b>Codec &amp; Far End Control</b>	Use this option to access a remote control functions such as a numerical keypad and directional menu controls.
<b>Swap Displays</b>	Use this option to swap displays within a dual projection room.
<b>Layout</b>	Use this option to choose from the VC system's available screen layouts.



# TROUBLESHOOTING VIDEO CONFERENCING PROBLEMS

## CAMERA PROBLEMS

*I can not see my camera on the room display*

**Self View** must be enabled in order to view your camera on room display. Please see the Self View instructions above.

*The call recipients can not see my camera*

Ensure that one of the available cameras are selected within the **VC MAIN SOURCE** section.

*I can not see my call recipient's camera on the room display*

Please request that the call recipient check that their video camera is connected correctly and not muted or disabled.

## MICROPHONE PROBLEMS

*The call recipients can not hear my microphone*

Check that the **Mute Mic** button selections on the touch panel are disabled.

*I can not hear my call recipient's microphone*

The call recipient's microphone may be muted or disconnected. Please contact the call recipient by alternative means and request that they check their system.

## PRESENTATION PROBLEMS

*The call recipients can not see my presentation*

Please make sure that the **Presentation** button option on the touch panel is enabled, and that the correct presentation input source has been selected from the **VC PRESENTATION SOURCE** section.

Please note that only one presentation can be shared at any one time. Sharing your presentation will disable your call recipient's previously shared presentation.

*The call recipients can not hear my presentation*

Please ensure that your presentation device is correctly connected to the VC system, that the system volume is turned up and not muted, and that the correct audio playback device is selected.

*The audio from my presentation is coming from the presentation device's speakers, though not from the room speakers*

Please make sure you have selected the correct audio playback device

On a PC, right click over the speaker icon on the task bar, select the correct playback device from the list, select **Set Default**, then select **OK**. In most cases, the correct playback device will show an icon of a TV screen or data projector.

On an Apple Mac device, while holding the **Option** key, click on the speaker icon at the top right of your screen, then select the correct audio output device.

*I can not hear my call recipient's presentation*

If you are able to hear the voice of your call recipient, though not the audio from the presentation, it is most likely that issue resides with your call recipient's presentation source device or video conferencing system. Ask that they check that their presentation device is correctly connected to the AV system, and that the volume turned up, and not muted.

## NEED HELP?

Email: [itsupportdesk@its.uq.edu.au](mailto:itsupportdesk@its.uq.edu.au)

### ST LUCIA

Ph: 07 336 (54033)

7am - 9pm weekdays during semester

7am - 5pm weekdays out of semester

### GATTON

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### HERSTON

Ph: 07 336 (64871)

7am - 3pm weekdays

### TRI & PACE

Ph: 07 334 (61924)

7am - 3pm weekdays