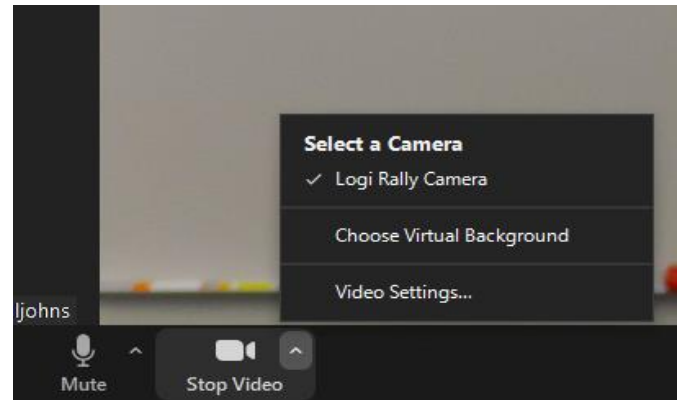
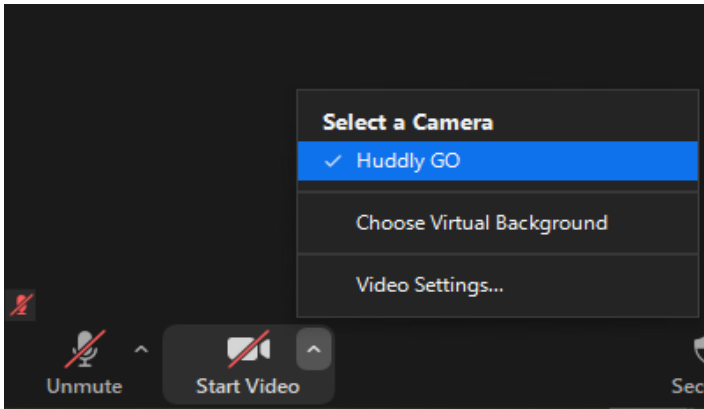


## Troubleshooting Tips for Web Cam Zoom Classrooms

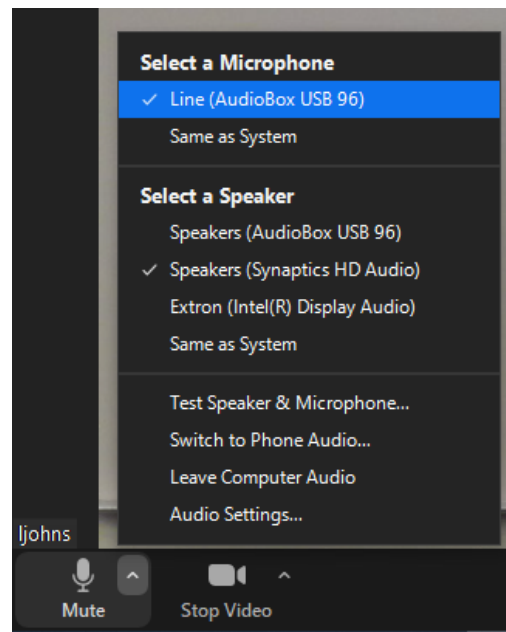
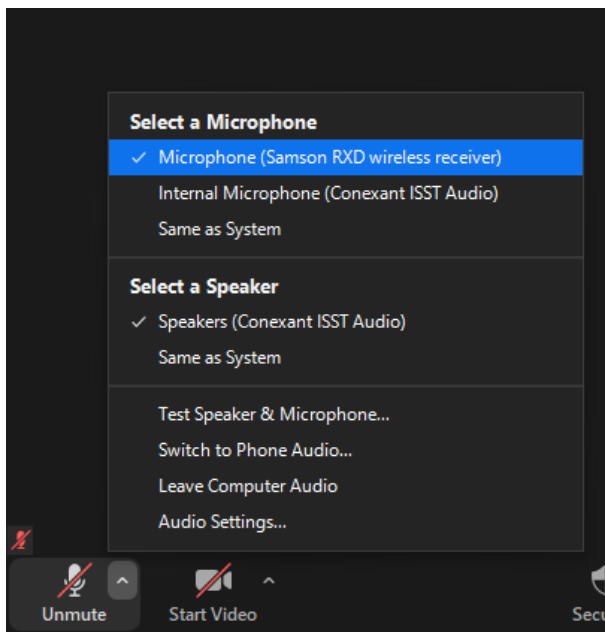
### **My students cannot see me:**

- You will need to make sure that the correct camera is selected.
  - “Huddly Go” in all standard rooms
  - “Logi Rally Camera” in STC 120 & 122



### **My students cannot hear me:**

- You will need to make sure that the correct microphone is selected.
  - “Microphone (Samson RXD wireless receiver) in all standard rooms
  - “Line (AudioBox USB 96) in advanced Large Venue Classrooms



### **I cannot hear my students:**

- You will need to make sure that the correct speaker is selected.
  - Every room system is different but it will be 1 of the 3 following options:
    - Dell Desktop - “Speakers (Synaptics HD Audio)
    - HP Desktop - “Speakers (Conexant ISST Audio)
    - Digital Room System – Extron (Intel® Display Audio) or Extron (ScalerD)

## **Microphone Pairing and Power Issues:**

Turn on the Microphone Pack via the power button.

- If the light is *steady amber*, the mic is paired and the batteries are good.
- If the light is *flashing amber*, the mic needs paired to the USB receiver or the batteries are low.
  - **To pair:** Press and hold the “Pair” button on the USB receiver (connected to the classroom computer) for more than 5 seconds. The USB indicator light will flash amber, then steady amber. Check the mic for a steady amber light to indicate pairing is complete.
  - **To replace batteries:** With the front of the mic pack facing you (Samson logo side), squeeze both sides and lift to release the battery door. Spare batteries can be found in the top right drawer of the podium



**If you have any questions, please contact the Learning Technology Center**

**814-393-1848/ G13 Still Hall**

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