

Troubleshooting

The remote participant can't see me!

Check that you can see yourself on the screen. Ensure that **Rear camera** is selected on the panel. Ask the remote participant to check that their monitor is on and the correct input is selected.

The remote participant can't hear me!

Check your microphone isn't muted (toggle the Mic Mute button). Give the remote participant a sign to turn up the volume on their monitor.

I can hear my audio echoing back during the conference

Ask the remote participant to move their microphone closer to them and away from their monitor speakers. Ask them to turn their monitor volume down.

I can't see the other participant

Check that the monitor and projector are switched on, with the correct input (**VideoConf**) selected. Ask the remote participant to check that their camera is selected as the main input to their video-conferencing unit. Ask if they can see themselves.

I can't hear the other participant

Ask if the remote participant has their microphone on mute - this may be indicated on-screen. Check the volume on the control panel is turned up.