

# VCON Group Videoconferencing Products

## MediaConnect 9003

### Troubleshooting

#### General

##### Problem

The local video window is blank.

##### Solution

1. Make sure that the camera is turned on.
2. Make sure that the camera's cable is correctly connected between the camera and the VCON system.

##### Problem

Cannot make or receive a call.

##### Solution

1. Make sure that the LAN cable is properly connected.
2. Make sure that the TCP/IP settings (Windows **Control Panel >Network>Configuration** tab) are correct.
3. Make sure that both local and remote parties are either registered with the same Gatekeeper or not registered with any Gatekeeper.

##### Problem

Trying to place an ISDN call over more than 1 BRI, the call does not succeed.

##### Solution

1. Make sure all ISDN lines are properly connected.
2. Make sure all ISDN lines on the remote side are properly configured.

##### Problem

Your name does not appear in the online directory.

##### Solution

1. Make sure that you are registered with an online directory:
  - In the Advance Settings option, open the Address Book - Properties dialog
  - Click the Online Directories tab.
  - Select an ILS (Internet Location Server) to which you want to register. This online directory will contain your name.
2. Check that you are viewing the online directory to which you are registered. In the Address Book - Properties dialog

box, you can select one ILS for registration and another for viewing. If you do so, you will not see your own name in the online directory.

3. Make sure that your e-mail address in the Advanced Settings option at the User Data - Properties dialog box is a valid address.

#### **Problem**

The remote party cannot hear you.

#### **Solution**

1. Check that the microphone is not muted.
2. Check that the Audio Origin in the General Settings option, is set according to the microphone being used.
3. Check that the cable between the microphone and the VCON system is firmly and correctly connected.
4. Ask the remote party to make sure that they have not muted their speakers, that the correct audio device is selected and that the connections are correct.

#### **Problem**

You cannot hear the remote party.

#### **Solution**

1. Check that the system's volume is not turned down.
2. Check that the speakers are not muted.
3. Check that the cable connections for the speakers are correct.
4. Ask the remote party to make sure that they have not muted their microphone.

#### **Problem**

Data collaborating does not work properly.

#### **Solution**

MediaConnect 9000 utilizes NetMeeting 3.01. Trying to collaborate from a system that uses NetMeeting 2.1 will result in a failure.

1. If you have VCON desktop systems upgrade them to MeetingPoint 4.6 or higher.
2. If you have other vendor system, upgrade its NetMeeting to version 3.01.
3. Initiating the collaboration from NetMeeting 3.01 side to NetMeeting 2.1 side will result in success.

#### **Problem**

Received files cannot be found.

#### **Solution**

To find the Windows directory where received files are stored, open the Advanced Settings option and open the Conversation - Properties dialog box, in the Data tab

the default directory for received files can be configured.

#### **Problem**

A shared application is partially covered by gray.

#### **Solution**

Ask the party that opens the application to close or minimize other applications on their desktop.

#### **Problem**

NetMeeting wizard appears more than once before starting MediaConnect9000 on Windows 2000.

#### **Solution**

The user that installs MediaConnect9000 MUST have Administrator privileges as the installation changes data that concerns all users (such as HKEY\_LOCAL\_MACHINE registry).

#### **Problem**

The local Pan-Tilt-Zoom camera does not respond.

#### **Solution**

1. Make sure that the camera is connected correctly to the VCON system.
2. Make sure that the camera you want to use is selected as the active camera.
3. Make sure that you selected the appropriate camera type in the Advanced Settings option at the Hardware - Properties dialog box, in the Camera tab. Check that the computer COM port, selected in the dialog box, is the one to which you connected the camera.
4. If your camera is Sony EVI-D100, check the settings of the DIP switches on the bottom of the camera. IR OUT must be set to OFF and MODE must be set to ON.

#### **Problem**

The Pan-Tilt-Zoom camera of the remote party does not respond.

#### **Solution**

1. Ask the remote party to verify that they really use a PTZ camera.
2. Ask the remote party to verify that they have enabled far end camera control.
3. Make sure that the appropriate camera is selected as the active camera.

## **VoiceFinder**

#### **Problem**

On some MediaConnect 9000 systems, the VoiceFinder is not working or the mouse cursor is moving endlessly across the

screen.

### **Solution**

1. Turn off your Voice Finder and restart your PC.
2. Go to MediaConnect 9000 Disc to **AddFiles\Target\VFA Patch** folder.
3. Run Windows VFA Patch.EXE file.
4. Accept installation.

In order to remove this patch utility, from Windows 2000 (SP2) systems, go to **Control Panel>Add/Remove Program** and select **"Windows 2000 Hotfix (Pre-SP3)"**.

This will uninstalls a Microsoft utility (that solves a Windows 2000 bug by disabling the serial ports PnP functionality) and re-enable the serial ports PnP functionality.

In order to remove this patch utility, from Windows 2000 (SP3) and Windows XP (SP1) systems, go to **Control Panel>Add/Remove Program** and select **"Windows VFA Patch"**

Please note:

All new MediaConnect systems that are supplied with MediaConnect 9000 are already configured with this solution.