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| Troubleshooting Guide | | |
| **Problem** | **Probable Cause** | **Possible Fix** |
| Camera does not work | Not properly connected | Check connections |
| Not selected in system or application settings | Check and correct settings |
| Not turned on | Enable (turn on) in system and application settings |
| Docking station not connected to power source | Plug in docking station |
| Lens cover is still on | Remove/slide open lens cover |
| Microphone does not work | Not properly connected | Check connections |
| Not selected in system or application settings | Check and correct settings |
| Muted or input volume too low | Unmute or turn up input volume (more technically referred to as increasing the “gain”) |
| Not turned on | Enable (turn on) in system and application settings |
| Docking station not connected to power source | Plug in docking station |
| Dead batteries | Replace batteries |
| Speaker does not work | Not properly connected | Check connections |
| Not selected in system or application settings | Check and correct settings |
| Not turned on | Enable (turn on) in system and application settings |
| Turned to “0” or muted | Unmute or turn up |
| Not connected to power source | Plug in |
| Docking station not connected to power source | Plug in docking station |
| Monitor does not work | Not properly connected | Check connections |
| Not turned on | Turn on |
| Not plugged in | Plug in |
| Computer does not “recognize” monitor | May need to download a new driver |
| Monitor does not display properly | Incorrect display settings | Check and correct system display settings |
| There is feedback when microphone and speakers are turned on | More than device is on with a live speaker | Identify and turn off (not just mute) additional devices |
| Microphone and speaker are too close (more likely if using built-in PA system) | Move further apart or make sure are not facing each other |
| Microphone and speaker are on two different devices | Connect microphone(s) and speaker(s) to just one device |