

Troubleshooting VSX 3000 video system

For technical assistance contact John Smith at ext. #####

Symptom	Problem	Corrective Action
The system does not start or respond in any way	The power switch is off.	The VSX 3000 has three power switches. Check that they are all on.
	The power cord is not connected	Make sure the power pack is connected to a power outlet and that it's power cords are securely seated
	The power outlet is not active or the systems power supply is not operating properly	Check the power outlet by unplugging the system and plugging in a lamp, radio or other small appliance. If it does not operate, the outlet is not working.
Monitor goes blank after displaying the dialing screen	The system goes to "sleep" after a period of inactivity	The system wakes up with any action from the remote control
Picture is blank on the main monitor	The system is sleeping	Pick up the remote control to wake up the system
	TV has been turned off	Turn on power to TV
	A cable has been disconnected	Check cabling to make sure attached correctly and secure
The people at the far site can not see you	The privacy shutter is closed	Open the privacy shutter
No audio at your site	The far site is muted	Ask the far site to un-mute the microphone.
	The volume may be turned all the way down	Turn up volume with the remote. Check that volume has not been turned down on the monitor
	Connection problem	Disconnect and replace the call. If not successful, reboot and try again. If that is not successful, contact IT.
People at the far site can not hear you	Your system's microphone is muted	Un-mute your system
Unable to place a call	System is not on	Turn system on
	The far site may be using their system or attempting to call you	Contact the far site to verify that their system is on, plugged into the network and ready to receive a call
	Video address is incorrect	Check video address and edit as necessary
	Network cable not inserted into the outlet	Insert network cable into appropriate network outlet
	Can't place a call by quality of service	Have both ends reboot and try again. If not successful, place an IP call. If still not successful, contact IT.