


## Tandberg 880 & 770 (FAC-225 & LGC-100)

Problems	Suggestions
<b>Call will not connect (no ring tone when attempting to call)</b>	<ul style="list-style-type: none"> <li>▪ Verify that the network jack is active. If the IP Address appears on the Welcome Menu, the network is active</li> <li>▪ Have the other site initiate the call</li> <li>▪ To determine which site has the problem:               <ul style="list-style-type: none"> <li>○ Both sites should verify that their system will call out by calling a test number. There are 2 Tandberg test numbers in the directory.</li> <li>○ If possible, try calling into each site from another number</li> </ul> </li> <li>▪ Reboot both systems</li> </ul>
<b>Call will not connect (ring tone heard but call does not connect)</b>	<ul style="list-style-type: none"> <li>▪ If connecting to another Tandberg, the far-end system's auto answer feature may not be working. The far end will have to push the green connect button in order to complete the connection sequence</li> </ul>
<b>Only getting static on the plasma</b>	<ul style="list-style-type: none"> <li>▪ Verify the plasma input - use the Pioneer remote to select <b>INPUT 3</b></li> </ul> <div style="text-align: center;">  </div>
<b>Call is connected but we only see ourselves on the plasma display, also there is no audio</b>	<ul style="list-style-type: none"> <li>▪ Same as above. Verify the plasma input- use the Pioneer remote to select <b>INPUT 3</b></li> </ul>
<b>Call is connected but cannot see the far-end site (the display is black)</b>	<ul style="list-style-type: none"> <li>▪ Have the far-end site verify that their camera is powered</li> <li>▪ Have the far-end site verify that they are sending an active source. They need to push the <b>MOVE-PIP</b> button on the Tandberg remote then select <b>MAIN CAM</b> (or another live source)</li> </ul>
<b>Cannot get laptop to display</b>	<ul style="list-style-type: none"> <li>▪ Push the <b>SELF-VIEW</b> button on the Tandberg remote and then push the <b>PC</b> button</li> <li>▪ Check the resolution on the laptop (1024 X 768 is preferable), if image is too small 800 X 600 will also work</li> <li>▪ Resend the laptop signal to the plasma by pressing the <b>FN &amp; CRT/LCD</b> keys on the laptop (may need to repeat this sequence 1-2 times in order to get an image on the laptop as well as the plasma. ***Wait several seconds between tries to see what displays***)</li> </ul>
<b>DVD/VHS not displaying</b>	<ul style="list-style-type: none"> <li>▪ Push the <b>SELF-VIEW</b> button on the Tandberg remote and then push the <b>VCR</b> button</li> <li>▪ Make sure cable in back of combo is secure</li> <li>▪ Volume can be adjusted on the Pioneer and/or the Tandberg remote</li> </ul>

<b>Cannot hear the far end</b>	<ul style="list-style-type: none"><li>▪ Make sure the far-end system's microphone is not muted</li><li>▪ Volume can be adjusted using the Tandberg remote and the Pioneer remote</li><li>▪ Reboot the system by disconnecting the call and turning off the power to the system</li></ul>
<b>Echo in videoconference</b>	<ul style="list-style-type: none"><li>▪ Microphones should be pointed away from the plasma speakers</li><li>▪ Have the far-end turn down their volume on the Tandberg system and/or the plasma</li></ul>
<b>How do I reboot the system?</b>	<ul style="list-style-type: none"><li>▪ If in a call, disconnect</li><li>▪ Turn off the power strip, wait 10 seconds and turn the strip back on</li></ul>