






Tandberg 6000 (F2-131/133 & LGC-506/507)

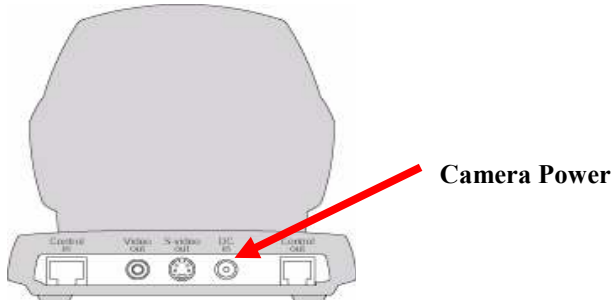
Problems	Suggestions
<p>Call will not connect</p> 	<ul style="list-style-type: none"> ▪ Verify the network cable is connected in back of Codec, look for green LED indicating network activity  <ul style="list-style-type: none"> ▪ Determine which site has the problem: <ul style="list-style-type: none"> ○ Verify that the system will call out by calling a different number. There are 2 Tandberg test numbers in speed dial. Use the MORE arrows to scroll through all available speed dial numbers. ○ If you are able to connect to a test number, the problem is undoubtedly with the far end site. Have the far-end site verify that they can call out by connecting to a test number ○ Reboot the system (see instructions below) ○ Check with the IT staff to see if they are having any network issues
<p>Cannot hear the far end</p> <p style="margin-left: 100px;">Volume Control →</p> 	<ul style="list-style-type: none"> ▪ Verify the far-end system's microphone is <u>not</u> muted and that your volume is not turned all the way down.   <ul style="list-style-type: none"> ▪ A red indicator light on the front of the AMP indicates it is powered. Make sure that the local amp is on and turned up (twist red knob to the right). ▪ Verify the two RCA audio cables (red/white) in the back of the amp are connected snugly. ▪ Test the local speakers with another audio source, play a DVD/VHS ▪ Reboot the Tandberg system

Not receiving video in the view window or from the LOCAL data projector

- Toggling through the Live sources on the touch panel may resolve camera issue



- Verify there is power to the cameras, disconnect power and reconnect. The camera will move when reconnected if it has power.



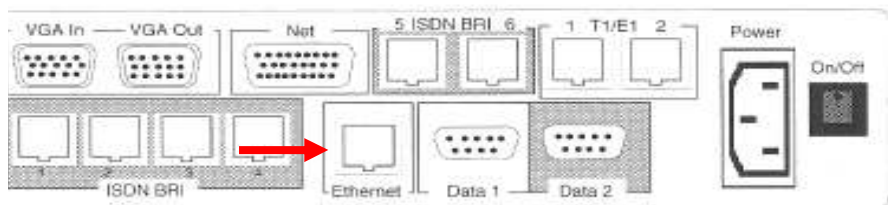
- Verify the data projectors are on = Single green LED on projector
- Verify that the projector inputs are correct. Using the remote, stand facing the front of the data projectors, the left projector is the local projector and the input should be set on **RGB1**. The right projector is the far-end projector and the input should be set on **VIDEO**.
- Check the camera connections on the back of the TAM


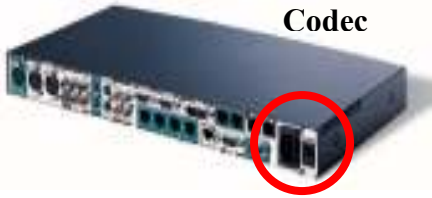


- Rebooting the System may resolve the issue

Not receiving video in the view window or from the FAR END data projector, only a blue screen with the message “video not connected/no input”

- Make sure you are connected to the far end site
- Using the remote, stand facing the front of the data projectors, the left projector is the local projector and the input should be set on **RGB1**. The right projector is the far-end projector and the input should be set on **VIDEO**.
- Video is delivered to the codec via Cat5 network cable. Verify that it is secured in the Ethernet port.



<p>DVD/VCR is playing but nothing is displaying</p>	<ul style="list-style-type: none"> ▪ Verify the correct source (DVD or Video) has been selected on the player <ul style="list-style-type: none"> ○ Push DVD or Video on the front of the player, or on the Sony remote ▪ Push the INPUT button on the Sony remote until L1 displays on the front of the combo
<p>How do I reboot the system?</p>	<ul style="list-style-type: none"> ▪ Disconnect call ▪ Press System Off on the Touch Panel ▪ Turn off the Codec with the rocker switch ▪ Pull the TAM's black power plug <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;"> <p>TAM</p>  </div> <div style="text-align: center;"> <p>Codec</p>  </div> </div> <ul style="list-style-type: none"> ▪ Wait about 10 seconds and reconnect the TAM and the Codec ▪ After the system has reconfigured itself, the "Touch to Start" message will appear on the Touch Panel