

# ***SYSTEM TROUBLESHOOTING***



**Idaho State  
University**

The distance learning system provided by the USDA through ISU is a great tool for your students and teachers to expand learning opportunities and collaboration. The system consists of the following:

- 2 65" tv's on carts for easy mobility
- 1 Mini PC with wireless keyboard/trackpad or mouse (attached to the back of one of the screens)
- 1 Poly Studio camera w/remote

## **Troubleshooting tips to check before reaching out to the Remote Support Team:**

1. Power is connected and switched on
2. Check and ensure the PC located on the back of the tv is turned on
3. Verify the tv's are turned on and connected to the PC
4. Check internet connection by opening a web browser going to [www.google.com](http://www.google.com)

## **Poly Camera Trouble Shooting**

A) The camera is not showing as being available when going into Zoom

1. Ensure camera is not turned off in Zoom
2. Check if Poly light on top is on, if not, check the power connection

B) No sound from the system

1. Make sure the volume is up by using the volume control on the Poly remote

C) Remote class/site can't hear you

1. Check the Poly is not showing a red light on top, if the red light is on, press the Mute button on the remote
2. Verify that you have not muted the mic in the Zoom meeting

D) Camera is not auto zooming

1. This occurs when the camera has been put in manual mode. On the Poly remote you will find a button that appears to be a box with arrows. Press this button and you should hear a tone. If the tone is high, put the system into Auto mode. If tone is Low, put the system into Manual mode. Press the button until you hear the higher tone and it should begin zooming and 'learning' the room.



# ***CONTACTING REMOTE SUPPORT***

Before contacting remote support, please make sure the system is powered on and has an internet connection. You will be asked to visit the remote support site and provide a connection ID if the autoconnect fails.

## **Support Contact Information**

Voltstar Productions Inc.

Joshua R. Flores

(208)-417-0370, Choose Option 8

Monday-Friday

7 AM to 4 PM



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