VC Suite - Regent Building G17
User Help

1. On Arrival
   a. Switch on all the lights and equipment (1 red and 3 white switches at the door).
   b. Set up camera position on AMX control panel appropriate to numbers attending.
   c. Turn on the PC/visualiser if they are to be used.
   d. Expect picture of other site(s) within 5 minutes of booked time.
   e. ENJOY YOUR VIDEO CONFERENCE!

2. On Leaving
   a. Switch off all lights and equipment (4 switches at door).
   b. Close and lock door - check it really is locked!
   c. Return the key to the Regent Building Reception, immediately.

3. Some Possible Problems and Solutions
   a. No lights are visible on the equipment, including the cabinet to the right of the monitor screens.
      Solution – check that the power is switched on at the wall.
   b. Noise from building work.
      Solution - contact Estates on (27)2060. Estates are informed of all conferences but may have forgotten to inform the contractor.
   c. Noise from the lecture theatre emptying.
      Solution - mute the microphones via the AMX control panel until the noise ceases.
   d. No incoming picture on large monitor within 5 minutes of video conference booked time.
      Solution - check everything is powered up; check the date and starting time of the conference.

4. Further assistance
   If none of the above solutions resolve your issue, contact Contact Media Services help line (27)3000 for assistance. If the line is busy, try one of the contacts listed below.

   David Walton   (9) 0781 086 8943
   Ted Pridham   (9) 0781 801 2844
   JVCS   (9) 0131 650 4933

   Note: If it is a JVCS connected video conference, you will need the video conference reference number when contacting them.
   The phone number in RG17 is 273246.