

Rebooting your Polycom Unit

There are times when the Polycom will lock up (like a computer or printer will do on occasion). This requires you to reboot or restart the Polycom unit.

There are two types of Polycom units that we use in GWN.

1. Unit built into the regular GWN ITV classroom. These Units are the Polycom VS4000 units and are located inside the teachers console. All the way to the left of where the teacher normally stands behind the teachers cabinet, on the bottom inside of the cabinet, you will see either a power strip or a power cable that is plugged into an outlet. You can shut the power strip off or unplug the power cable.... Wait a few seconds....and then turn the power strip back on (or plug the power cable back in). After about 30 – 45 seconds, you will hear the polycom unit give its start up ringing sound. If you are scheduled to be in session with another site, be patient and in about a minute or two the call will be reconnected automatically.

2. Unit that is on a cart that includes a big screen tv. This is the Polycom FX unit and it is an all in one unit that has the camera built in. The power switch is located directly behind the camera unit on the right side. (when looking at the back side of it) Simply flip the switch off....wait a few seconds and then flip the switch back on. After about 30 – 45 seconds, you will hear the polycom unit give its start up ringing sound. If you are scheduled to be in session with another site, be patient and in about a minute or two the call will be reconnected automatically.

- - - - -