

ITV Studio Troubleshooting Q & A

The channels won't change on the channel switcher:

1. Unplug the black power cord from either the back side of the channel switcher or at the outlet. Plug back in to recycle. If the numbers continue to go to 00, the problem is more than likely a broken cable wire that will need to be resoldered. (contact Director)

As a temporary solution, site facilitators can manually change the channels at the location of your equipment rack by pressing the buttons on the demodulator(s)

They can't hear us:

Check the Outgoing Mixer (the 2nd unit on the shelf where the teacher stands) and make sure:

- (1) the power is on the Outgoing Mixer or that it hasn't locked up. Press the power button off and wait for a few seconds before pressing it again to turn it back on. There is a light indicator showing power.
- (2) the Master knob is turned up to at least 9:00 or 10:00
- (3) the Student Mic and Instructor Mic are turned up to 10:00 or 11:00
- (4) If there is more than one site on, write a note on the overhead of ask if anyone else can hear you at the remote sites. If any of them can hear you, the problem is not in your studio.

We can't hear them:

Check the Incoming Amp (the top unit down on the shelf where the teacher stands) and make sure

- (1) the power is on the Outgoing Amplifier or that it hasn't locked up. Press the power button off and wait for a few seconds before pressing it again to turn it back on. There is a light indicator showing power.

- (2) the Master knob is turned up to at least 9:00 or 10:00
- (3) the knobs labeled Monitor 1, 2, and 3 are turned up to between 10:00 and 12:00
- (4) if in h.323 mode, the monitor #4 knob needs to be turned up and 1,2 and 3 knobs turned down

They can't see us:

(1) Check to see if any of the other sites in the class are able to see you. If anyone else can see you, the problem is not in your studio.

(2) The older model camera selectors on top of the teachers console do not maintain their setting once the power goes off. Push buttons 1,2 or 3 to select a camera to use. Also, these older selectors have an on/off button that sometimes people accidentally turn off. (make sure that it is in the on position) The camera image should appear on your home monitor. What is visible on your home monitor is also visible to the remote sites that are tuned in to you.

(3) If your studio has a picture in picture box (little black box at the teacher station made by Pelco), and that box has become unplugged, you will not have a video signal on your home monitor.

We can't see them:

(1) Make sure that someone hasn't accidentally turned the tv monitors off.

(2) Sometimes someone will accidentally press the channel button on the TV's causing the screen to be snowy. Pressing the video input button to the correct input will bring the picture back.

(3) tune to channel 03 to make sure that you are able to receive the GWN channel.

(4) try tuning them in on a different monitor using the channel switcher.

The camera selector won't let me choose a different camera:

(1) You probably have a Pelco Picture in Picture box installed in your studio. Locate the button that is labeled SWAP and push it in the opposite position.