Troubleshooting the Instructor Camera

If you cannot control the instructor camera at one of the sites ...

1. Choose the icon for that site in the sites window. Try switching sources to the student camera and then come back to the instructor camera. Try to move it in all directions: right, left, up, down, zoom in and zoom out.
2. Check to make sure that "preview" isn't selected in the sources window for that site. If it is, deselect it and try again to move the instructor camera.
3. Choose "Default Settings" for the site that you want to control the instructor camera at. You will be asked if you really want to default the settings... choose YES.

If these three options fail, then re-booting the instructor camera is your next option.

1. Go to the docking station that is usually located beside the Cameraman instructor camera on top of the instructor monitor (see picture above). The docking station is the black rectangular box with the two antennae on top. On the front of the docking station there is an ON/OFF switch. Turn the docking station off, and wait for ten seconds before turning it on again.
2. Last chance, but the most likely to work ... go to the back of the docking station. Disconnect the two cables as illustrated below, and then re-connect them securely.

Back of the docking station for instructor camera:

Disconnect these two cables, wait ten seconds, and then re-connect them securely.

If the camera is still is not working, contact the help desk by selecting the MSLN Help Desk button on the IP phone, or by calling 1-888-367-6756 or 561-3587 on a regular phone.