

Basic Videoconference Setup Guide

Portable 1000 Tandberg Units

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Getting Started

Equipment

The following is included in the carrying case:

- Videoconference unit
- Remote control
- Power supply and adapter cable
- Ethernet cable
- DVI to VGA cable (connects the unit to a computer) - This cable is not needed for a basic videoconference call, and is not used in this guide.



Before You Begin

To use the videoconference unit, a registered and active data outlet **must** be in the room. Several campus locations have active data outlets already installed. These include:

- Large auditoriums
- Some Enrollment controlled classrooms
- Dorm rooms
- Career Center interview rooms

If you are planning to use a room other than those listed above, contact the Help Center at advisor@andrew.cmu.edu to confirm that there is an active data outlet in the room.

Setup the Unit

Follow the steps below to setup the unit for videoconferencing:

1. Place the monitor side of the videoconferencing unit face down onto a **soft surface**, exposing the ports on the back.
2. Insert the **Ethernet cable** into the **Ethernet port**.
Note: Do not insert this cable into the **ISDN** ports.
3. Insert the **power supply adapter** cable into the **power adapter**, and then into the **port for power**.
4. Stand the unit upright on a solid surface, such as a table.



5. Connect the **Ethernet cable** to an active Andrew network outlet in the room.
Note: Do not plug the cable into a phone line. It **MUST** be connected to a data outlet.



6. Connect the **power supply** into a **power outlet** in the room.
7. The unit will automatically power up. A **green "on" light** will appear in the lower left of the monitor. A video image of the room you are in will appear on the screen when complete.
8. Move the Tandberg unit so that the camera is focused on you.
9. The **IP address** for your unit will appear in the upper right corner of the screen and a menu bar along the bottom. You are now ready to connect to another videoconferencing unit.

Initiating a Call

Before you begin, you will need the **IP Address** (e.g., 128.2.xxx.xxx) for the site you are calling. Once you have the IP Address, follow the steps below:

1. On the remote, press the **green telephone handset** button.



The **Make a Call** menu displays.

2. In the **Dial Number** field, enter the **IP address** for the videoconferencing unit to which you are connecting. Use the remote to enter the number. The address should look something like this: “128.2.xxx.xxx”

Note: To enter letters or symbols, select the number on the remote multiple times to toggle through the options. For example, if you wanted to type in “a”, you would select “2” twice; or to enter a period, select “*” two times.

3. On the remote, press the **green telephone handset** button.



4. The videoconferencing unit will attempt to dial the IP address that has been entered.
 - If the connection is **successful**, the menu bar will disappear and a status message will display the IP address that was entered.
 - If the connection is **unsuccessful** (i.e., The menu bar is still displayed.) repeat the dial process (steps 1-3).
 - If the connection is still **unsuccessful**, ask the other party to initiate the call using your Tandberg unit’s IP address (top-right of the screen).
 - If the connection is still **unsuccessful**, contact Media Technology Services at **(412) 268-8855**.

Adjusting the Display

Depending on your preference, adjust the unit's display as follows:

Picture-in-Picture Location

- Press the **Layout** button, on the remote, to toggle between the picture-in-picture screen locations.

Picture-in-Picture Off

- Continue pressing the **Layout** button until picture-in-picture is off.



Adjusting the Audio

To raise or lower the volume or mute the microphone, follow the steps below:

Adjust the Volume

- Press the **Volume** “+” or “-” buttons on the remote.



Mute the Volume

- Press the **Mic off** button on the remote.

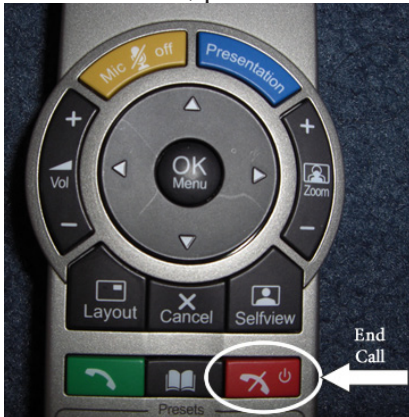


This will prevent the connected site from hearing you. A muted microphone icon appears on the screen. Press the **Mic off** button again to allow the connected site to hear your audio.

Ending a Call

To end the videoconference call:

1. On the remote, press the **red telephone handset** button.



2. The connected IP address will display with the option to **End Call or Cancel**.
3. To end the videoconference call, select the **red telephone handset** (End Call) button and then press the **OK Menu** button.
4. When the videoconference is disconnected, the main menu bar will appear on the monitor with the local image (i.e., your image).

Troubleshooting

- **Nothing displays on the screen** - Make sure the power supply is connected to the Tandberg unit.
- **IP address does not display** - Make sure the network cable is connected to the Tandberg unit.
- **Local image (i.e., your image) does not display** - Press the **Layout** button, on the remote.
- **Additional help** - Contact MediaTech at (412) 268-8855.