Polycom | Audio & Video Troubleshooting

Follow common troubleshooting techniques for the Polycom equipment and the Avel eCare Emergency TV monitor.

- ## Avel eCare Emergency team cannot dial into the room

  - Reboot the system following the "Rebooting your System" instructions which is dependent on the model of equipment installed.

- ## End site cannot hear the Avel eCare Emergency team

  - Verify Avel eCare has un-muted the microphone.

  - Reboot the system following the "Rebooting your System" instructions which is dependent on the model of equipment installed.

- ## End site cannot see the Avel eCare Emergency team

  - Verify the TV monitor is powered on by locating the power button and pressing it.

  - Reboot the system following the "Rebooting your System" instructions which is dependent on the model of equipment installed.

- ## End site video has disconnected

  - Press the red box and request the Avel eCare Emergency to reconnect the video.

  - Reboot the system following the "Rebooting your System" instructions which is dependent on the model of equipment installed.

For any issues that cannot be resolved following the above steps, Avel eCare Emergency will notify Avel eCare IT, on-call 24/7, to continue to work the issue with local resources.