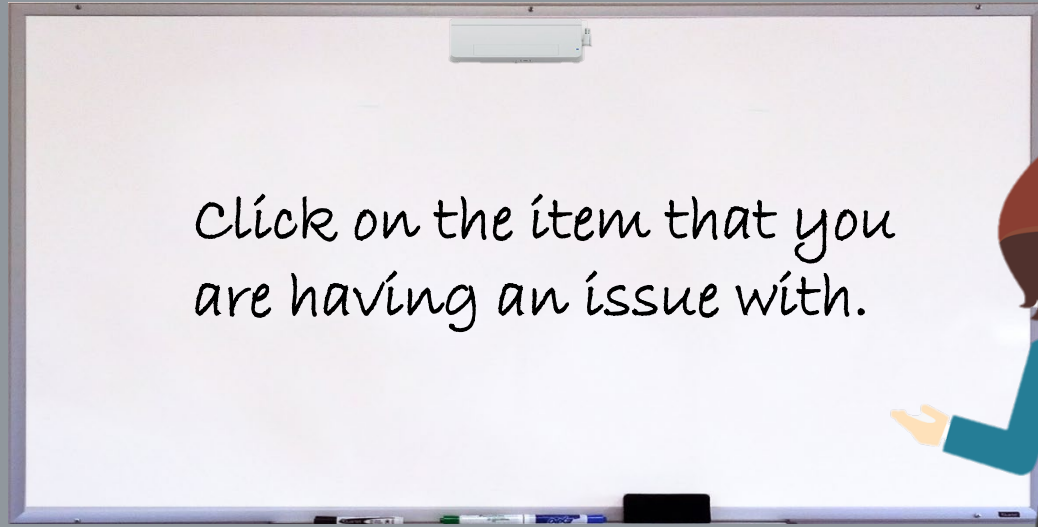


Welcome To Our Troubleshooting Document

[Click here to begin](#)



[Click me to submit a workorder](#)



Exit

Hover Cam

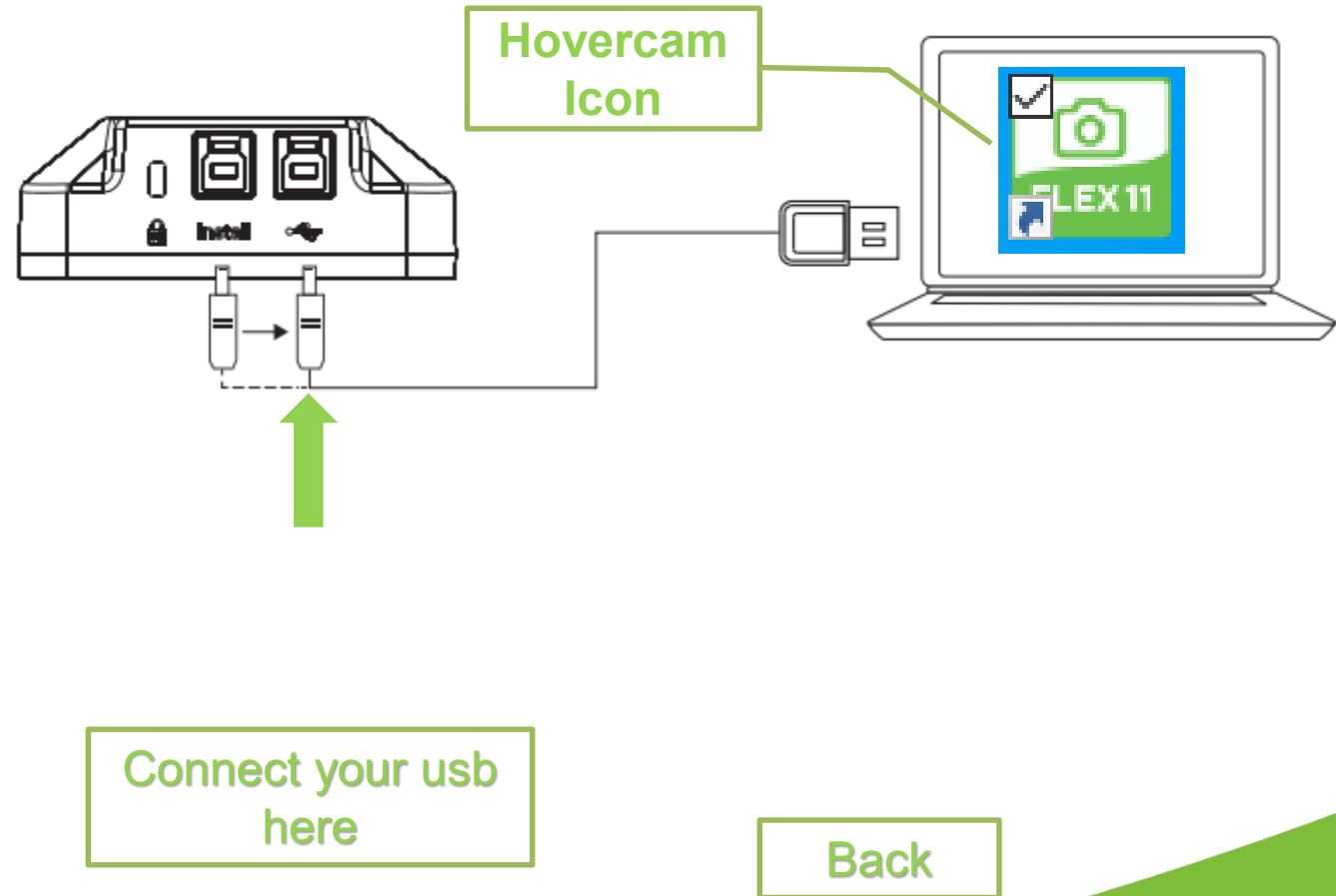


- ❧ [How To Setup Hovercam](#)
- ❧ [Cam Not Recognized](#)
- ❧ [Blurry Image](#)

Back

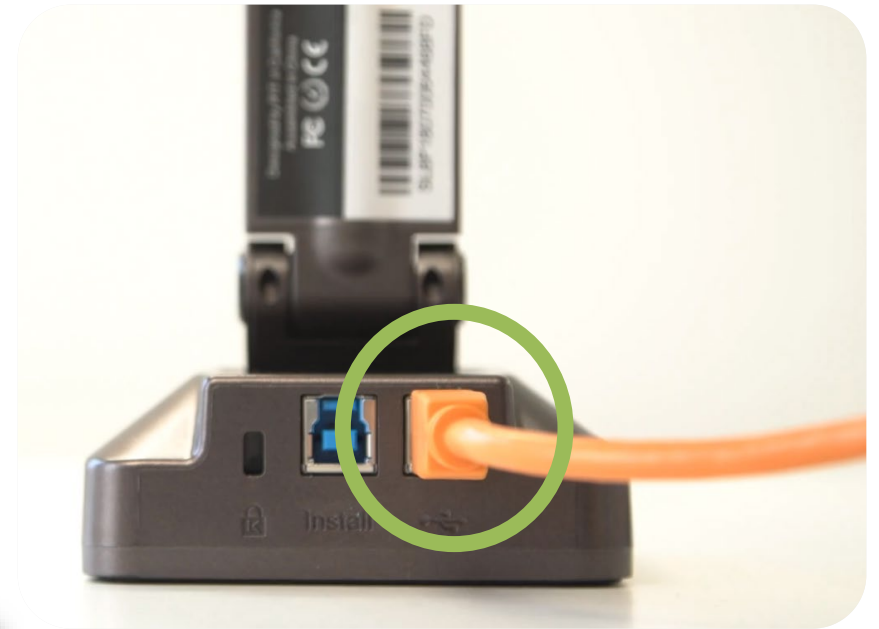
Hovercam Setup

- All TCS imaged computers will have the Hovercam software installed.
- Connect the usb cable from the computer to right side of the Hovercam noted by a usb icon.
- Launch the software to ensure proper connection.



Hovercam Not Recognized

- Check connections to the computer and the hovercam.
- Ensure the usb cable is connected the right side of the Hovercam.
- Check [hovercam](#) for additional vids



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Blurry Image

- Disconnect all cables from document camera
- Lightly moisten a microfiber cloth with alcohol
- Wipe clean the camera sensor and illumination LED's to ensure optimum image quality.



Printer



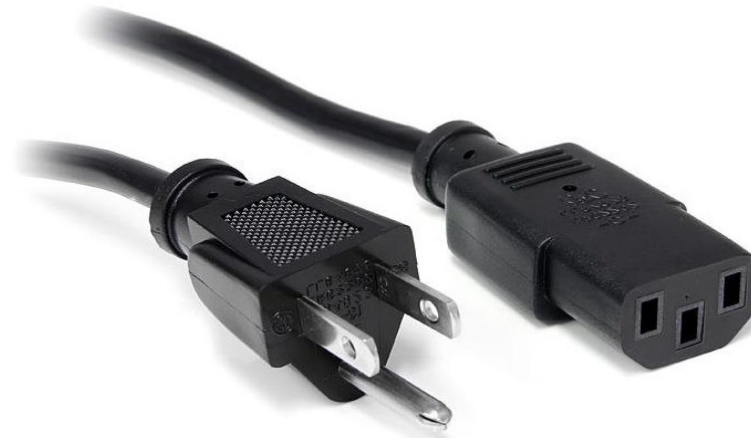
- ❖ No Power
- ❖ Will Not Print
- ❖ Paper Jam
- ❖ Replace Toner



Back

Printer No Power

- Check power plug at the wall and or ensure surge protector is plugged into the wall and on.
- Remove power plug from back of printer.
- Hold power button for 30secs.
- Firmly replace power adapter into back of printer.
- Attempt to power on.



Power Plug



Back

Printer Will Not Print

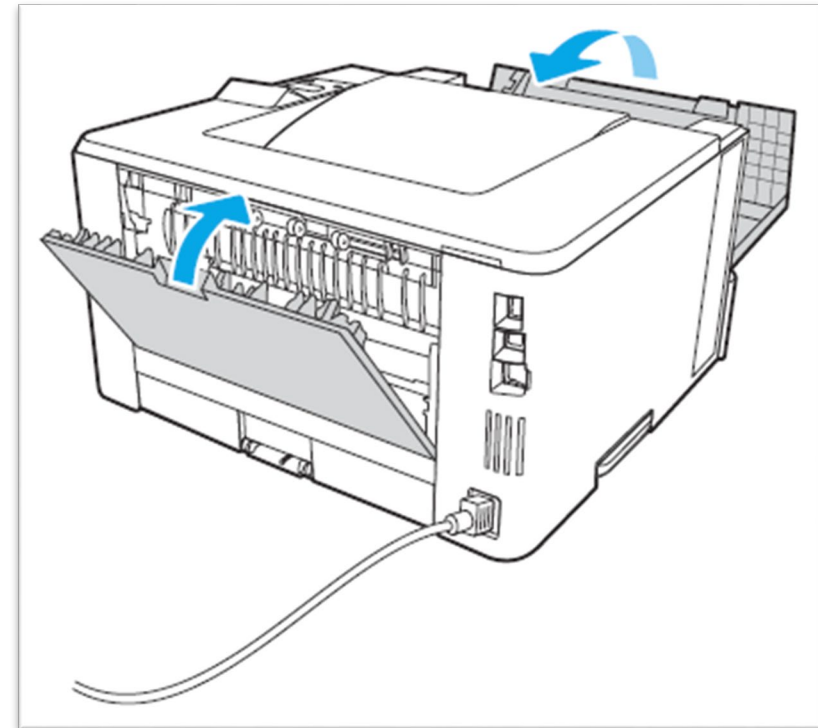
- Insure that usb cable is connected firmly to pc's usb slot.
- Insure the usb cable is plugged into the correct port on the printer. (Second slot)



Continue

Printer Will Not Print (cont.)

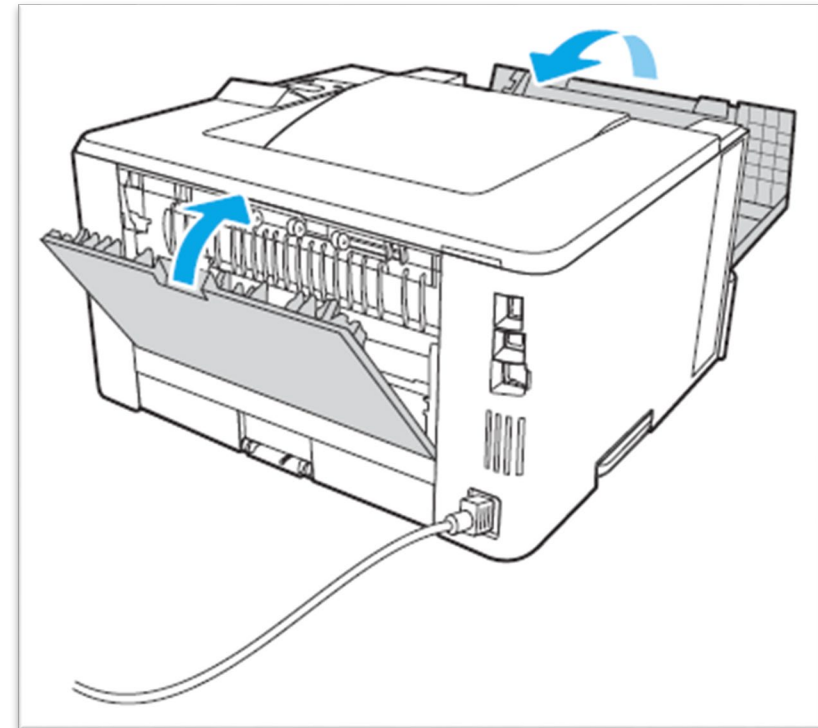
- Remove power plug from back of printer.
- Check rear of printer for paper jam
- Hold power button for 30secs.
- Firmly replace power adapter into back of printer.
- Power on.



Back

Printer Paper Jam

- Remove power plug from back of printer.
- Open rear door on printer.
- Observe for paper jam
- Remove paper jam and reconnect printer to power.



Back

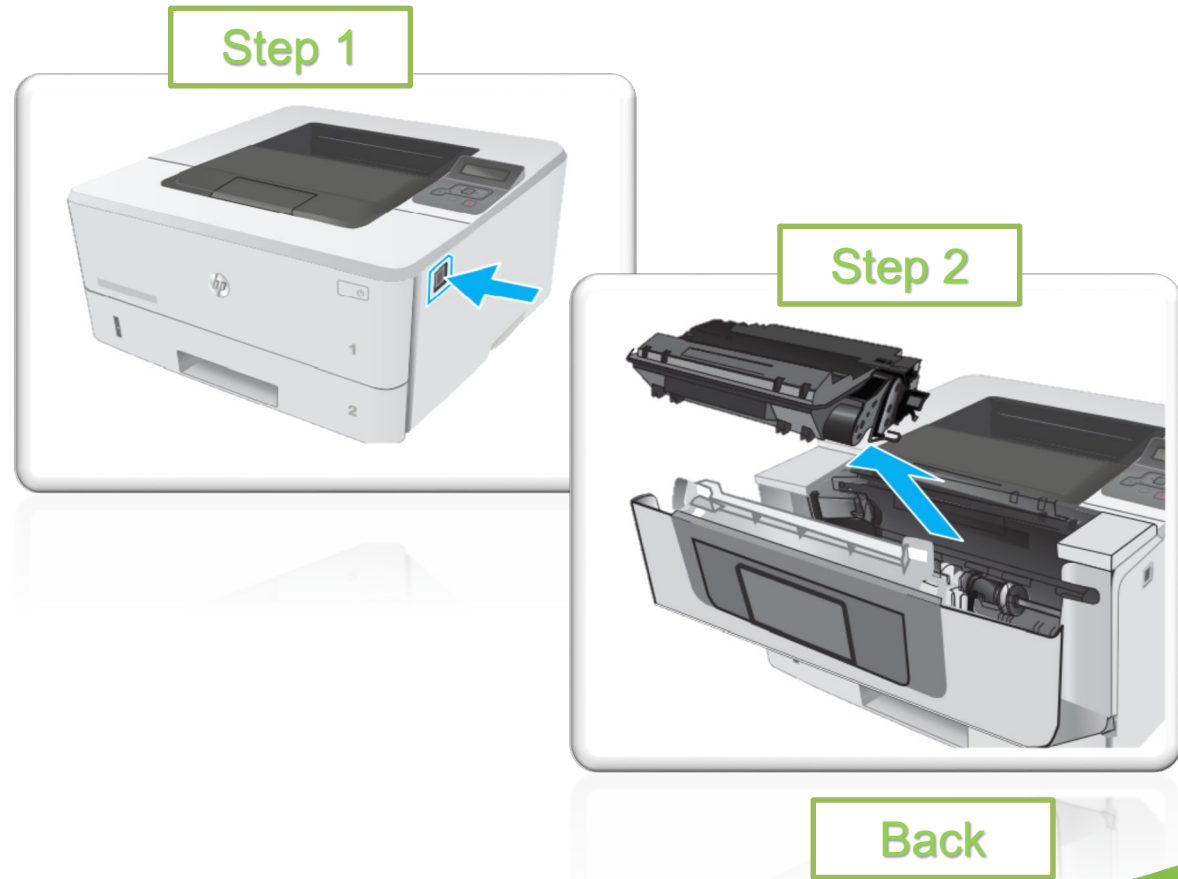
Toner Replacement

HP Printer Model	Toner	
HP M404	58A/58X	CF258A/CF258X
HP M402	26A/26X	CF226A/CF226X
HP M203	30A/30X	CF230A/CF230X
HP M201	83A/83X	CF283A/35283X

Continue

Toner Replacement (Cont.)

- Press the front-door-release button.
- Remove the used toner cartridge from the printer
- Hold both ends of the replacement toner and rock it 5-6 times.
- Align the toner Cartridge with the tracks inside the printer, and install cartridge until firmly seated.
- Close front door.



Light Speed Audio System

🍃 [System Setup](#)

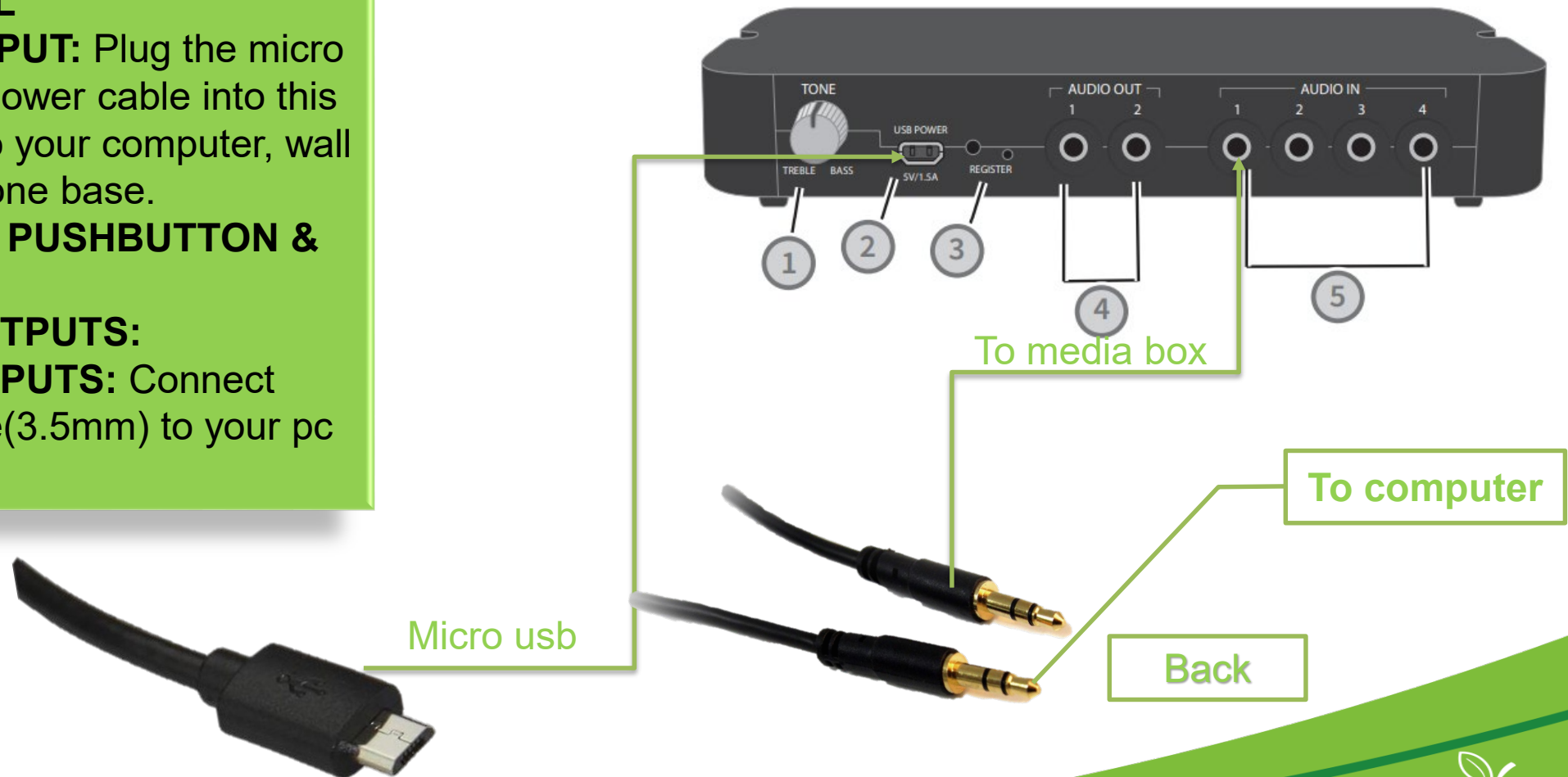
🍃 [Audio System No Power](#)



Back

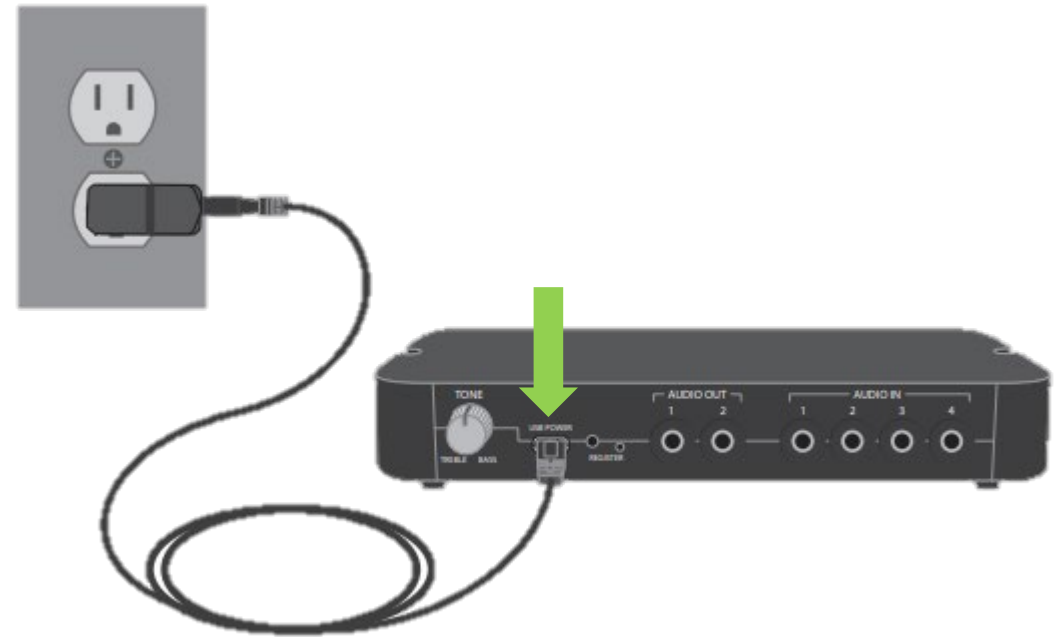
Light Speed Audio System Setup

1. **1. TONE CONTROL**
2. **2. USB POWER INPUT:** Plug the micro USB end of the power cable into this USB port, then to your computer, wall plug, or microphone base.
3. **3. REGISTRATION PUSHBUTTON & LIGHT**
4. **4. TWO AUDIO OUTPUTS:**
5. **5. FOUR AUDIO INPUTS:** Connect headphone cable(3.5mm) to your pc headphone jack.



Lightspeed Audio System No Power

- Locate the USB port on the Media Connector.
- Ensure the USB power cable is connected to this port.
- Verify the USB1 power adaptor is plugged into an electrical outlet, computer USB port, or microphone charging station.
- Press and hold the power-on button located on the front of the Media Connector to power on and power off the unit.



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Yealink Phone



🌿 [Phone Setup](#)

🌿 [No Power](#)

🌿 [No Service](#)

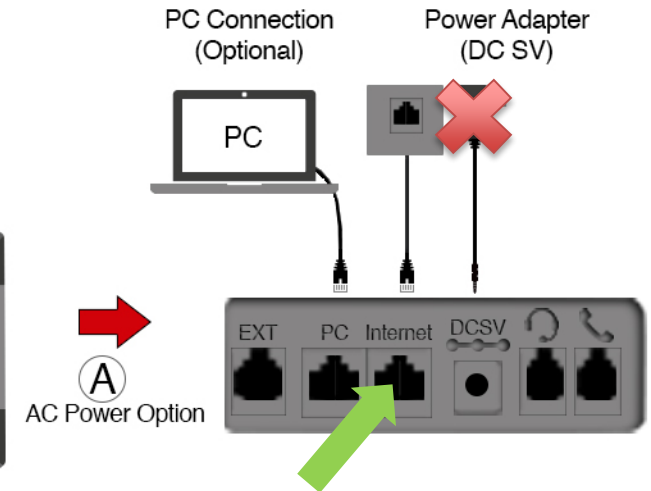
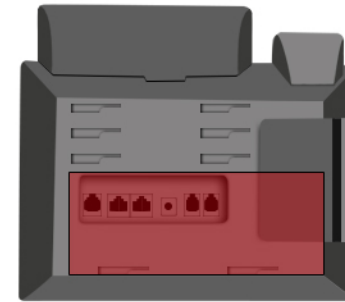
🌿 [Access My Voicemail](#)

🌿 [Not Receiving Calls](#)

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Phone Setup

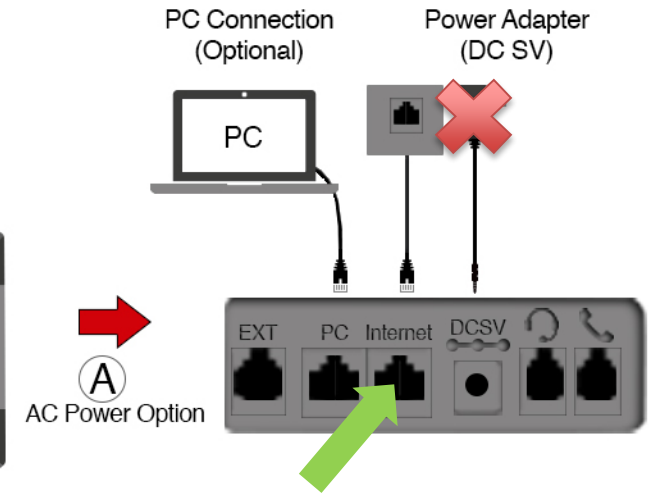
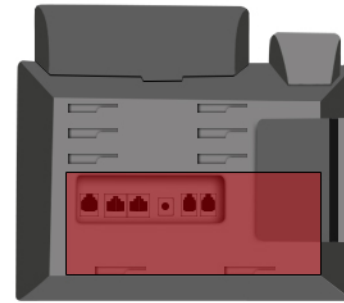
- Your phone will have two Ethernet cables connected.
- Connect the first Ethernet cable from the wall port to the slot labeled internet.
- Next connect the second Ethernet cable to the slot labeled computer, connect the opposite end into the back of your computer.
- Phone should acquire an IP address and extension should display.



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Phone No Power

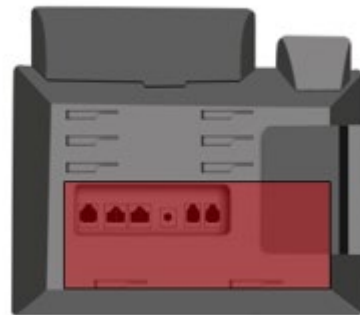
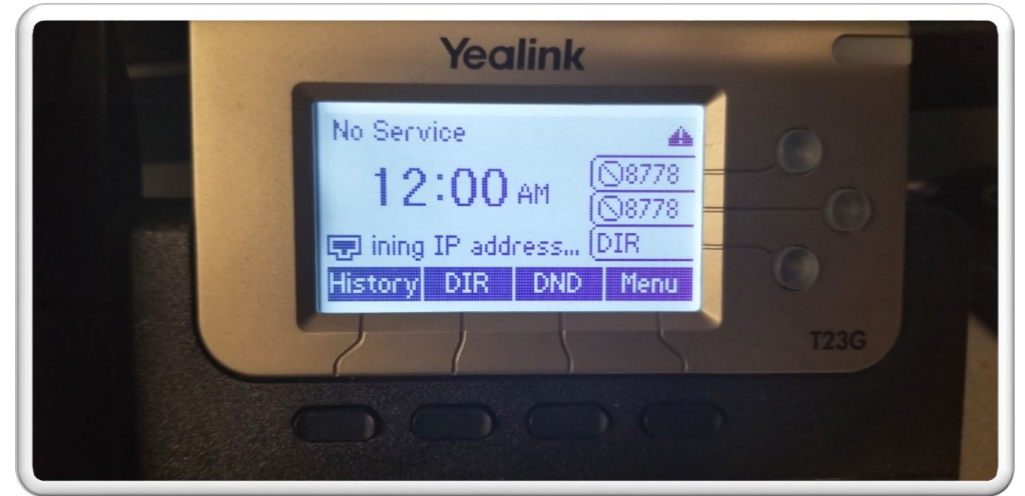
- Power to your phone is not supplied by a traditional ac adapter.
- Check to ensure that your Ethernet cord is pushed all the way into both the phone and the wall.



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Phone No Service

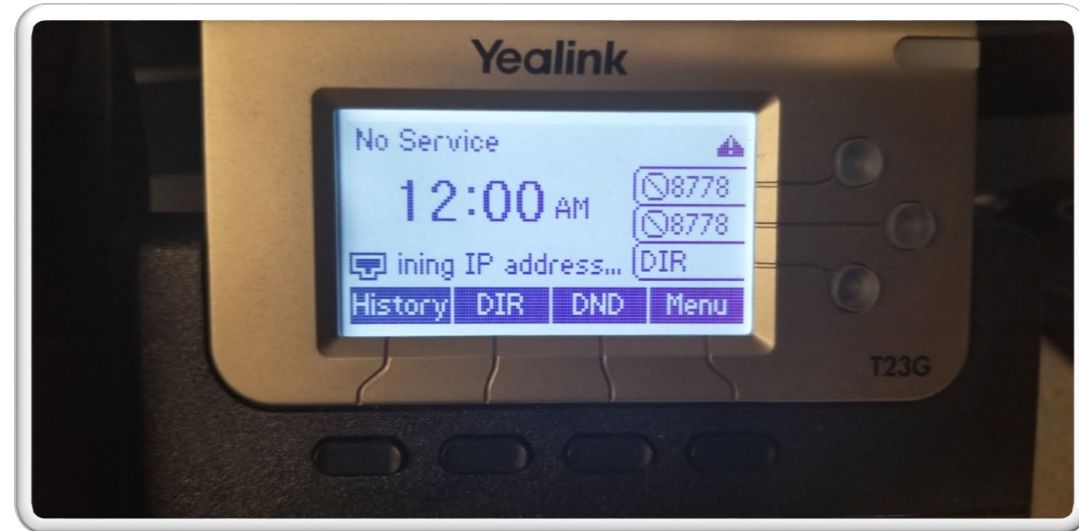
- Locate Ethernet cable plugged into back of your phone.
- Remove and reconnect Ethernet cable from the back of phone.
- Allow the phone to reboot and verify status after it acquires and IP address.



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Access my Voicemail

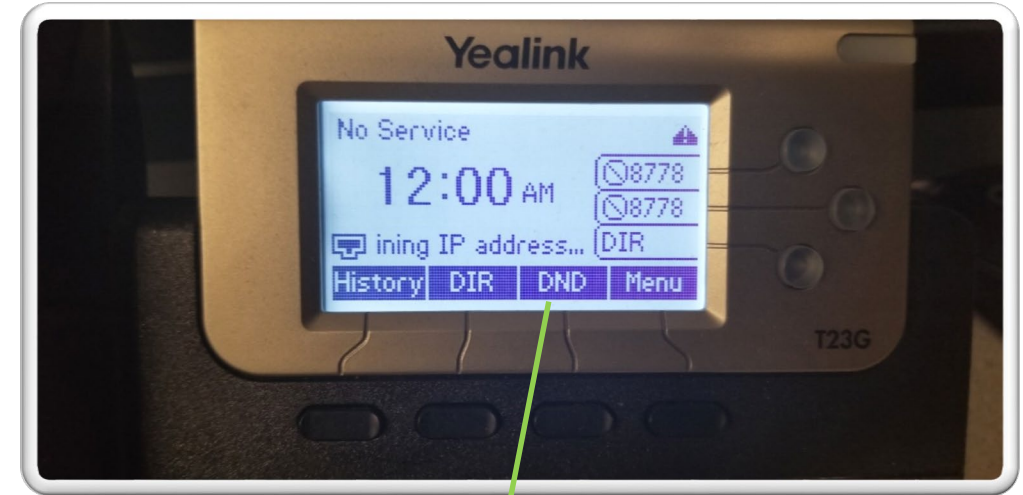
- To access voicemail the default password will be 1234
- Press MESSAGE button then enter password.
- Press 0 for mailbox options



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Not Receiving Calls

- Ensure that your phone has power(display on).
- Check to verify if you can call out.
- Located the DND button on your screen.(This is the do not disturb option. You will not receive calls with this active)
- Ensure dnd is not active.
- Have office attempt to call phone to verify.



DND: do not disturb

Back

Projector



- 🌿 [No Video](#)
- 🌿 [No Power](#)

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Projector No Video

- Visually check to see if power light is illuminated on Projector(Blue led).
- Locate the input option on your remote in order to cycle through your inputs.
- Inspect hdmi wall plate to ensure no damage or wires are visible.



Source Search

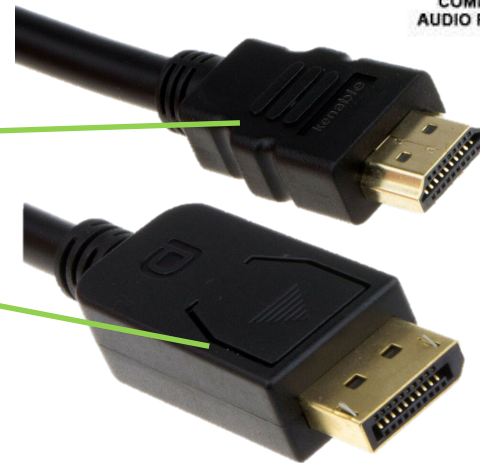
Continue

Projector No Video(cont.)

- Ensure hdmi or DisplayPort cable(identify below)are connected properly and not damaged.
- Examine the cables.
- Disconnect and reconnect cables from wall and computer.
- Press and hold the Windows and P key to cycle through your connect inputs.

HDMI

DISPLAYPORT



Back

Projector No Power

- Identify power plug located next to projector.
- Check to determine if power plug appears to be firmly inserted into wall outlet.
- Located leds on front of projector and ensure that they are red or blue.
- If red, attempt to power on manually using the power button on left side of projector.



Desktop

- ❖ Desktop Setup

 - ❖ No Power

 - ❖ No internet

 - ❖ Webcam Not Displaying (600)

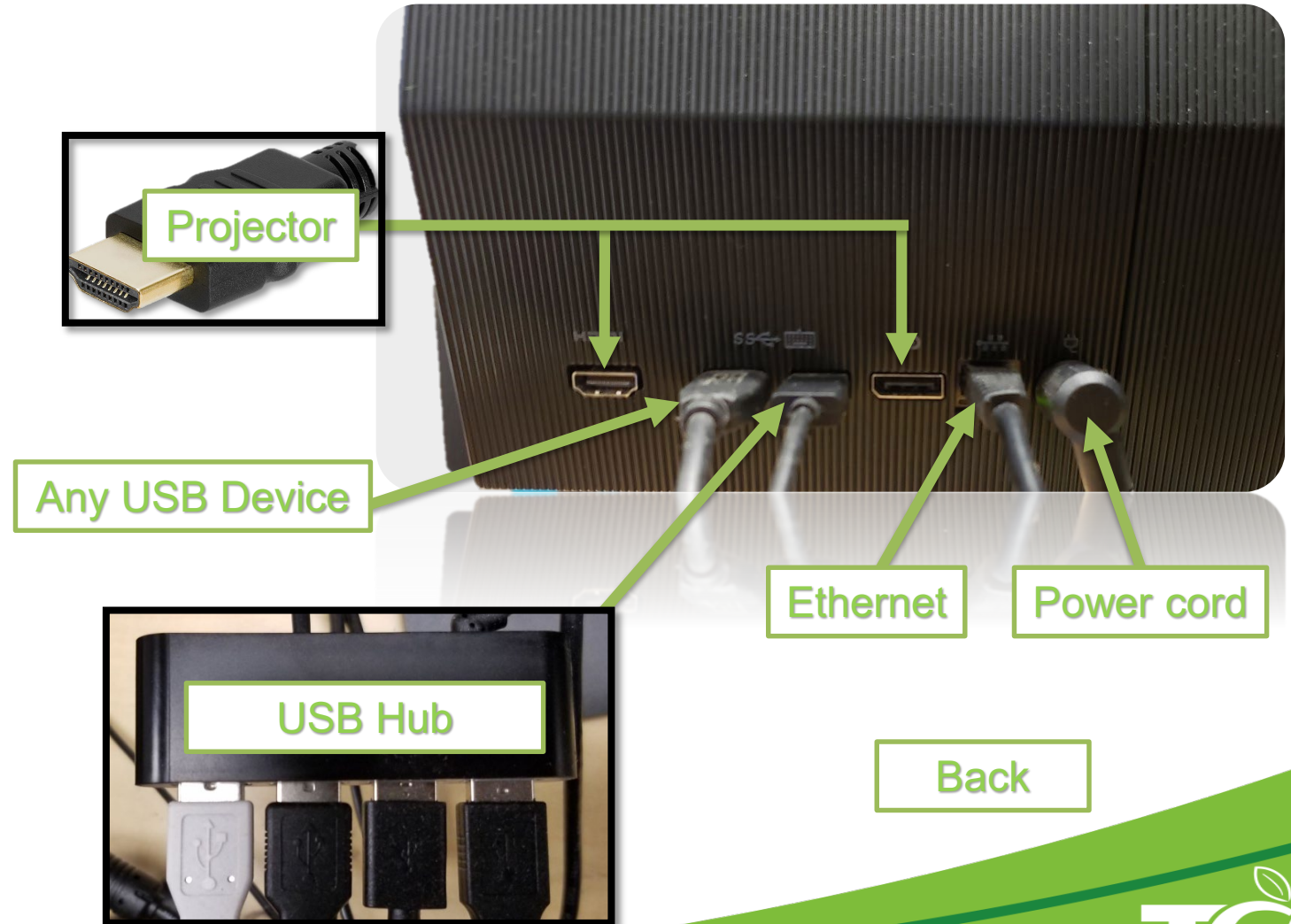
 - ❖ Webcam Not Displaying Desktop



Back

Desktop Setup

- Connect all cables to their noted location. (It is advised to connect your projector's touch or Hovercam to the back of the PC)
- Ensure to plug your usb hub into one the usb ports on the back of your computer
- Plug all remaining usb devices into your USB hub.



Desktop No Power

- Check rear of PC to ensure power adapter is securely inserted into power port.
- Check power adapter to ensure both pieces are connected properly as this is the often point of failure.
- Verify that surge protector is plug into wall and power switch is in the on position. (this can also be check by determining if other devices connected to surge protector are receiving power.)

Power Adapter



Surge Strip

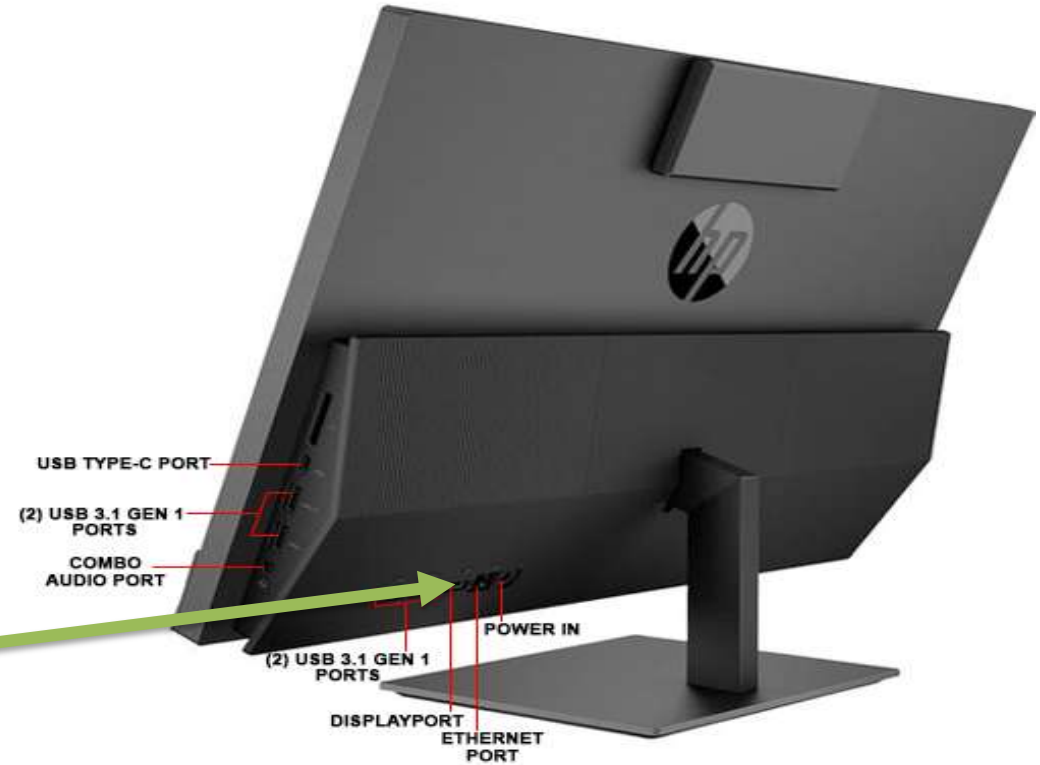
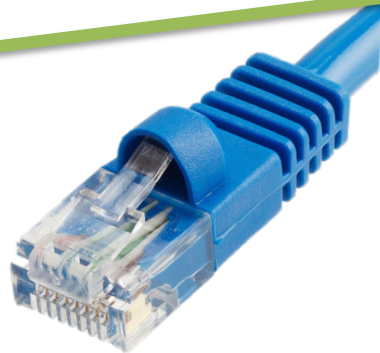
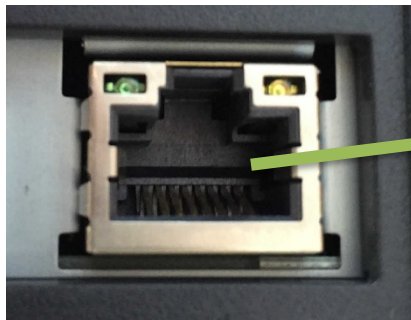


Power Port

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Desktop No Internet

- Locate the Ethernet port on the back of your desktop.
- Check to insure your Ethernet cables is securely plugged into the computer, back of phone(view phone setup for diagram), and the wall.
- View your jack to(pictured below) and verify if you have one blinking light and one solid.



Back

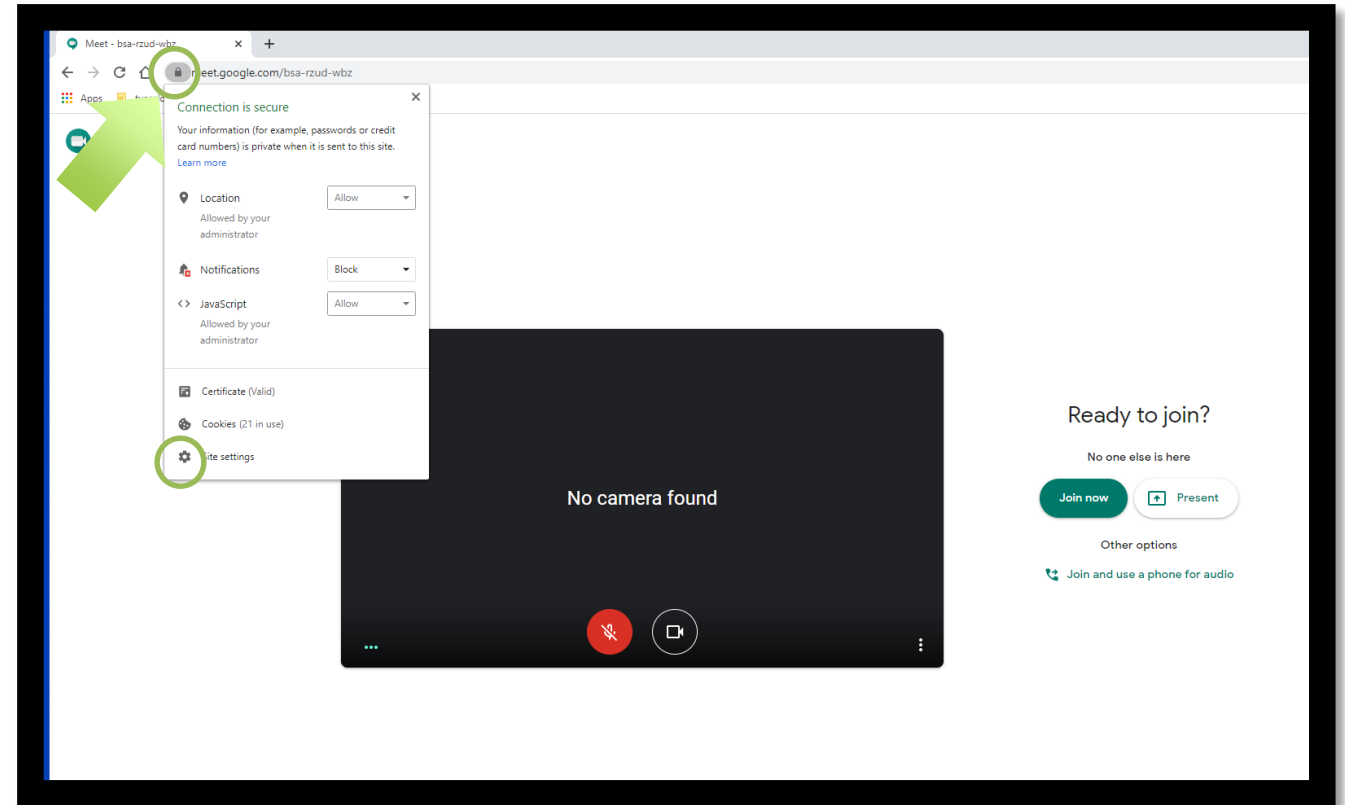
Webcam Not Displaying(HP 600 AIO)

- Ensure your webcam is active, if it is still in the storage position it will not work.
- Grab webcam and slide upward.
- You will be prompted by the software to allow access to microphone and camera.(only do this with trusted programs and apps.)



Webcam Not Displaying

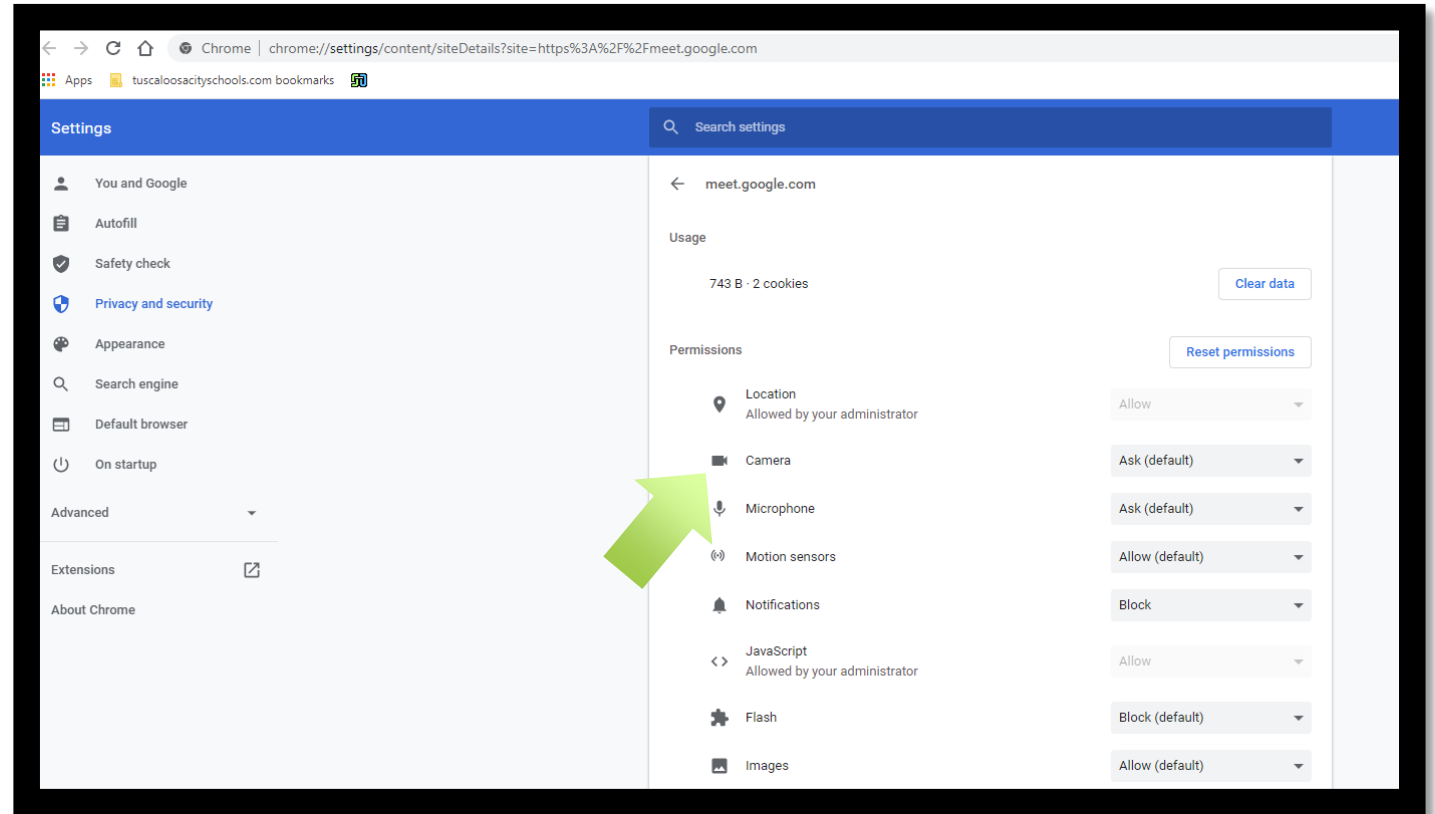
- Click the lock icon located at the beginning of the url bar.
- Then select Site Settings.



Continue

Webcam Not Displaying (cont.)

- Select camera drop down arrow across from Camera and change option to allow.



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