



HSPN IDL Trouble Shooting Guide

	<u>POSSIBLE TROUBLE</u>	<u>POSSIBLE SOLUTION</u>
1. No picture on TV/Monitor.	A. TV/Monitor not turned on. B. No video input.	C. Check main power switch and all power strips D. Check the video switch.
2. TV/Monitor screen snowy	A. TV/Video switch in TV or tuner position.	B. Switch to Video position.
3. TV screen has color bars or blue screen.	A. No video input.	B. Remote site needs to turn on equipment and/or camera.
4. Color bar pattern on screen but can hear remote site.	A. Remote site video switcher and/or camera is turned off. Turn video switcher and/or camera on.	B. If remote site can't see their local site after activating the video switch, then Contact HSPN (800)728-1022
5. No picture when playing VCR.	A. No video input.	B. Select VCR on video switcher.
6. No sound when playing VCR.	A. Amplifier volume not turned on or up.	B. Check if amplifier is powered on. C. Check volume settings. D. Check VCR mute switch.
7. Remote sites cannot hear local site.	A. Audio mixer not turned on. B. Improper volume from audio mixer. C. Local send mute switch light is turned on.	D. Turn on audio mixer. E. Push button to turn off local send mute switch light.
8. Local site cannot hear other sites.	A. Audio Mixer or Amplifier audio volume turned down or off. B. Remote site audio mixer not turned on.	C. Check amplifier volume control. D. Remote site check and make sure audio mixer power is on. E. Check mute