How to Troubleshoot Hardware Problems in Video Conferencing Rooms

Most video conferencing rooms sponsored by University IT are available for use by all Stanford staff. To check room availability and reserve a room, contact the conference room owner.

What’s in the Room

Each video conferencing room has some or all of this hardware:

- One or two monitors, usually mounted on the wall, that displays video of other participants and shared content
- A remote control that turns the monitor on and off
- A camera that shows the participants in the room, either mounted below the monitor(s) or freestanding within the room
- A video conferencing panel (touchpad) used to start and manage the meeting
- A microphone used to capture sound
- A cord and dongle used to share a screen from a laptop in the room with the remote participants

Frequently Asked Questions

Q. How do I turn on the large monitor in the room?

- If your room has a remote control, use it to turn on the monitor.
- If your room does not have a remote control, tap the video conferencing panel to “wake up” the monitor.

Q: How do I start a video conference?

- Tap the video conferencing panel to start a video conference.

Q: How do I turn the sound up or down during a video conference?

- Tap the volume control button on the video conferencing panel to control the sound.

Q. How do I mute the participants in the room?

- Tap the mute button on the video conferencing panel.
- If your room has a microphone, you can tap the mute button on the microphone in the room.
- The mute button turns red when you are muted, and green when you are not muted.
Q. How do I share my laptop screen with remote participants?

- Find the appropriate dongle on the table in the room and plug it in to your laptop. Then tap the button on the video conferencing panel to share your screen.
- If you have an updated Cisco video conferencing panel, you can share your screen wirelessly by downloading the Cisco Proximity app at proximity.cisco.com.

Resources

- To learn more about video conferencing hardware, visit https://uit.stanford.edu/videoconferencing/av-equipment
- For instructions on using the Cisco video conferencing panel, see https://uit.stanford.edu/videoconferencing/schedule-to-launch
- To learn how to use Zoom for video conferencing, visit zoom.stanford.edu
- To learn more about video conferencing at Stanford, visit videoconferencing.stanford.edu
- For help, call 5-HELP (5-4357) or 650-725-4357