

Troubleshooting for Meeting Room Technology

Encountering difficulties with meeting room technology?

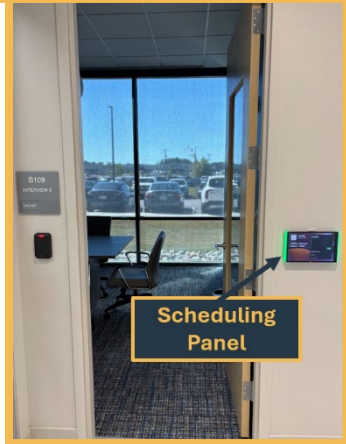
Try these common solutions or contact [eSupport.ed.sc.gov](https://esupport.ed.sc.gov) for assistance.

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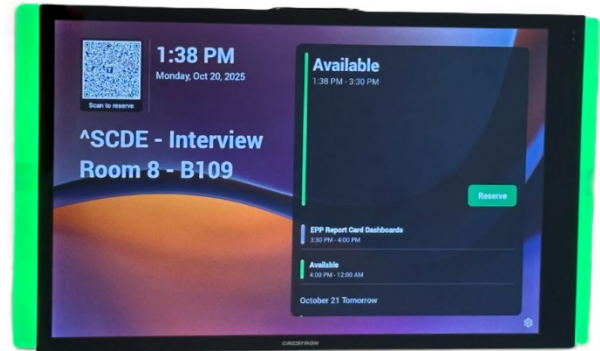
What technology is in a Meeting Room?

Most small and medium meeting rooms have standardized, built-in technology that can be used for virtual or in-person collaboration.

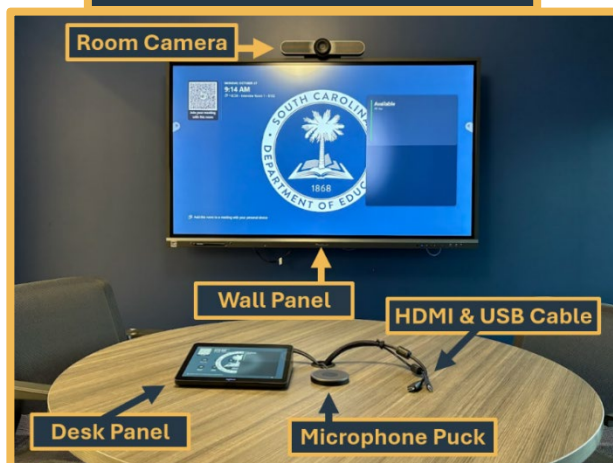
Outside Meeting Room



Scheduling Panel



Inside Meeting Room



Desk Panel Screen



Scheduling Panel: Check availability and book the room for immediate use.

Room Camera: Can stream visual footage of the room to virtual meeting attendees.

Wall Panel: For sharing a screen, whiteboard, or agency-approved app with in-person attendees.

Desk Panel: For joining or creating a Microsoft Teams meeting.

Microphone Puck: Tap to quickly enable or disable the room's microphone.

HDMI & USB Cable: Share your laptop screen with attendees.

The Wall Panel isn't working!

There is nothing on screen!

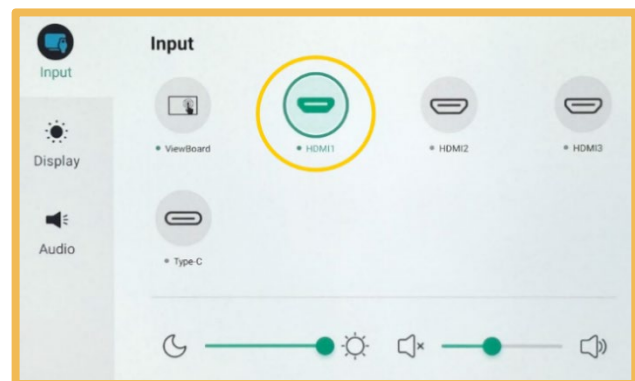
The Wall Panel may have gone into sleep mode.

Try pressing the power button. It should turn blue when the screen is on.



My device screen isn't sharing on the Wall Panel!

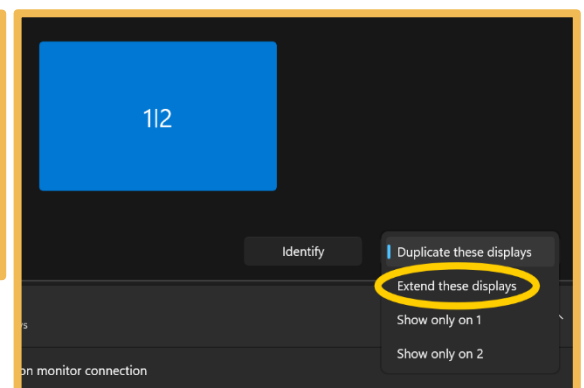
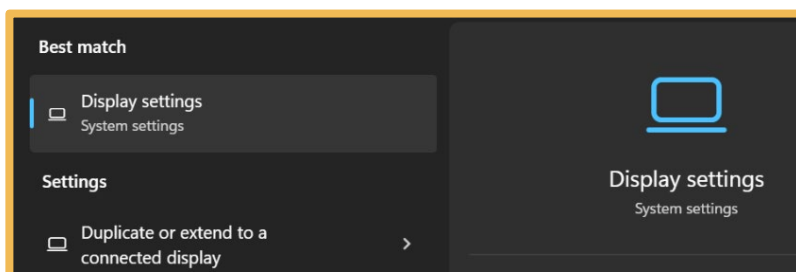
If you've already plugged in the **HDMI & USB Cables** into your device, try changing to the “**HDMI 1**” input on the Wall Panel.



I want to share something, but not my entire screen!

The Wall Panel is set to **duplicate** your device's screen by default, but you can use it as a **second screen** if you want to keep your primary screen private.

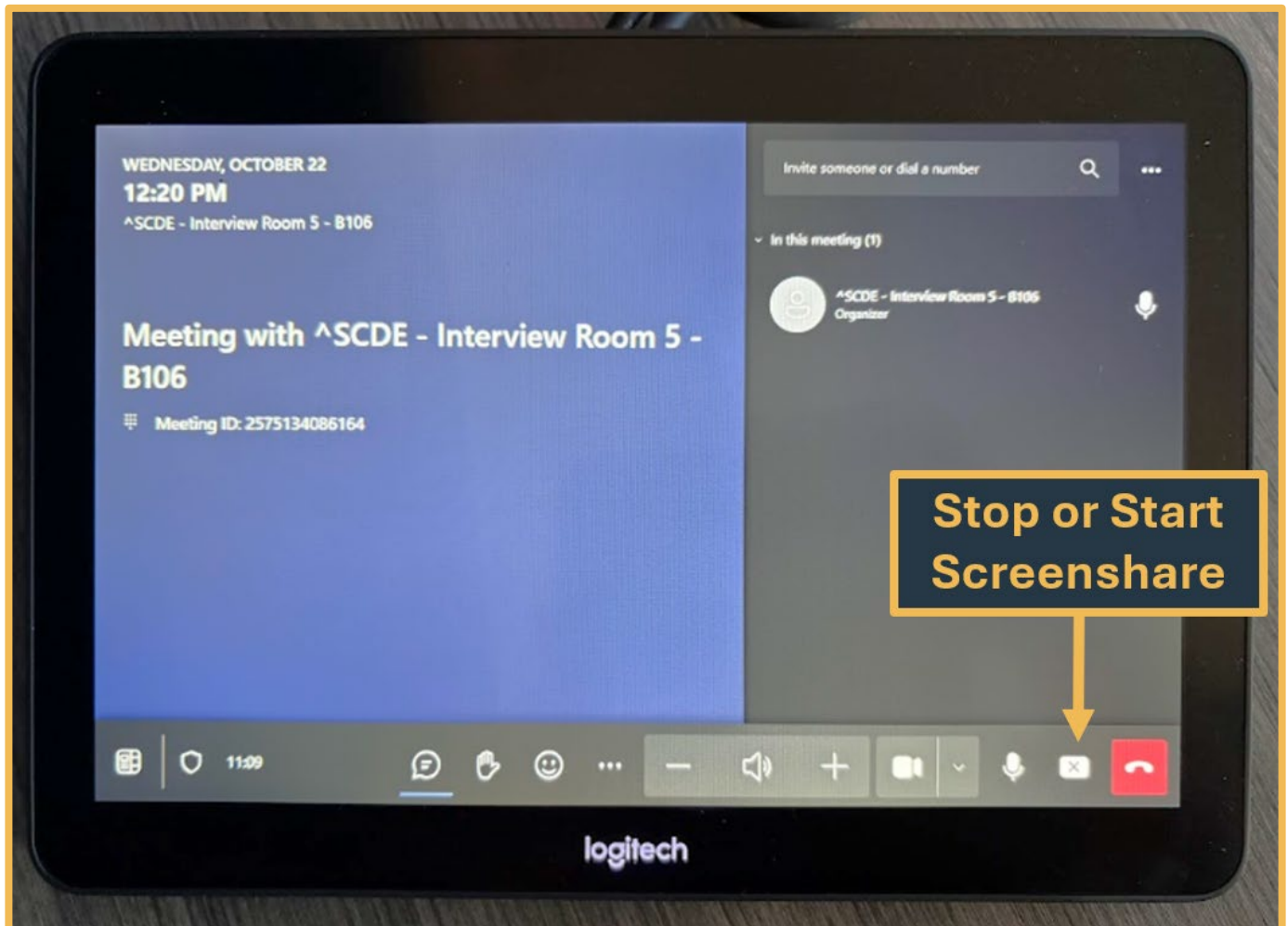
1. Go to “**Display Settings**” on your device.
2. Choose the “**Extend these displays**” option.



The virtual participants in my Teams Meeting can't see what is happening on the Wall Panel!

Join the Teams Meeting on the Desk Panel, then press the **“Stop or Start Screenshare”** icon on screen. If prompted, select **“HDMI”** connection and plug your device into the room's **HDMI & USB Cables**.

This will **share your device screen and the Wall Panel** to virtual attendees without needing to join the Teams Meeting on your device.



The Desk Panel isn't working!

Issue: The Desk Panel's screen is blank

If tapping the screen does not wake the Desk Panel up, contact eSupport@ed.sc.gov.

Issue: I'm in the Teams Meeting on the Desk Panel, but I'm not sure what to press next!



You can think of the Desk Panel as the Meeting Room's wired-in laptop. By joining a Teams Meeting on the Desk Panel, **you are inviting the room to share** its audio, camera, and screenshares with other participants.

To share something on your personal device, you can either:

- Share it through the room's technology by joining a Teams meeting through the **Desk Panel** and pressing the "Stop or Start Screenshare" icon, **OR**
- Join the Teams Meeting on your **personal device** and share it directly with participants.

The Room's camera or microphone isn't working!

Begin by using the **Desk Panel** to join the Teams meeting and adjust the audio and microphone settings.



If **microphone issues** can't be resolved through the Desk Panel, check the **Microphone Puck**. You can **tap the puck's surface** to mute and unmute the microphone. A **Red** icon on the puck means it is **muted**.



I Need to join a virtual meeting that is NOT hosted through Microsoft Teams!

While the Desk Panel **only works for Microsoft Teams meetings**, you can still use the room's Camera, Microphone Puck, and Wall Panel **directly through your device**.

1. Plug the room's **HDMI and USB Cables** into your device.
2. Open the **meeting app** (Zoom, Webex, BlueJeans, etc.) on your device.
3. **Join the meeting** through the app.
4. Use the meeting app's interface to **select the room's equipment** for your audio, microphone, and/or camera.



NOTE: *Not all rooms have yet been upgraded to integrate seamlessly with non-Teams platforms. It is recommended that you test compatibility in advance.*

If you need help, submit a ticket at [eSupport.ed.sc.gov](https://support.ed.sc.gov)
