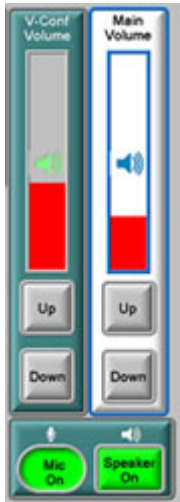


# Audio – The Far End can't hear me

## Check the Touch Screen



1. Take Control Of Video Conference.



2. Select UP for Main Volume  
Check the volume goes up.
3. Do the same for V-Conf Volume.
4. Check Mic On is Green.

5. Ask the far end to unmute their remote and to turn their volume up (you may need to use sign language).



6. Check you haven't muted your polycom either.



Check the polycom on the desk.

Red light = muted, press it  
Green light = operational  
No light = not in a call yet

## Other possible causes

On the PC you are using, unmute and turn up audio  
Is the microphone plugged in and turned on?  
Does the desk have extra audio controls?

If you need support call the Hotline on 6066