



## TelePresence

### T3 TelePresence Troubleshooting -- Document Camera

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## 1 Introduction

This document provides instructions for setting up the T3 document camera as **Ethernet** in the **Installation Wizard**, on TCU 4.2 via a single USB to Ethernet Adapter on the TCU side and an ethernet only connection on the document camera side. This method creates a second ethernet adapter on the TCU to use to communicate to the document camera. Only **WolfVision Document Camera** version VZ-C12^2(serial number 1009412 and upwards) support this method.

The alternate connection **USB** in the **Installation Wizard** uses 2 **USB** to ethernet adapters, 1 on the TCU side, and the other on the document camera side. This method is essentially a USB connection between the TCU and document camera with ethernet being used between the 2 adapters to extend the USB signal range. This configuration is not mentioned in this document.

### 1.1 Release Notes

Table 1 - Release Notes

Technical Change	Title(s) of Affected Section(s)	Changes Made By	Date
Initial Release		Matt Limbrick	8/29/2012
DVI Change	Troubleshooting	Matt Limbrick	9/04/2012

## 2 Setting up the T3 Document Camera via USB to Ethernet Adapter

For the Document camera, either connect a VGA monitor to the **Preview** port on the back of the Document camera (if accessible), or on the T3 TCD, bring up the **Preview** window by tapping on the **“Content”** icon, then press the **Present** button. This will allow you to view the **Document camera** on the **TCD’s** and allow you a view for using the IR remote control. Complete the following steps:

### 2.1 Recording the Serial Number

With the IR Remote while pointing at the document camera, press and hold the **“Menu”** button (approx. 3 seconds) until you see the menu on the screen. Use the Red arrow keys to navigate to **“Advanced Settings”** and record the serial number.



## 2.2 Applying Ethernet Settings

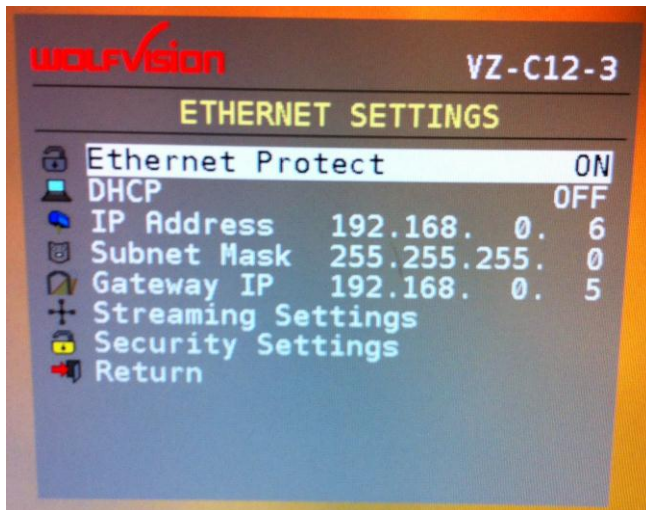
To apply **Ethernet Settings**:

1. With the IR Remote while pointing at the document camera, press and hold the **Menu** button (approx. 3 seconds) until you see the menu on the screen.
2. Use the **Red arrow keys** to navigate to **Advanced Settings** and click **Enter**.
3. Then navigate to **Ethernet Settings** and click **Enter**.

The following **Ethernet Settings** page is displayed. See the screenshot below after step 5.

4. If **Ethernet Protect** is **ON**, you need to turn it **Off** before you can make changes to the Ethernet settings. (Turn it back **ON** after changes have been made).
5. Apply the following settings as shown:
  - DHCP: OFF
  - IP Address: 192.168.0.6
  - Subnet Mask: 255.255.255.0
  - Gateway IP: 192.168.0.5

**NOTE:** **DHCP** should be **OFF** for both **Ethernet** and **USB** configurations in the **Installation Wizard**. If turned **ON**, you may still be able to control, but no preview.



## 2.3 Applying TCU Settings

To apply TCU Settings:

1. Go through the **Installation Wizard** and make sure **Ethernet** is selected in the **Setup Hardware** section.
2. Select **Ethernet Connection**
3. Click the **Calculate...** button to the right.
4. Check the serial number on the **Document camera** and type it in the field as shown.
5. Reboot the TCU from the **Installation Wizard**.

The screenshot shows a configuration window for a document camera. At the top, there are three buttons: "Ethernet connection" (selected), "USB connection", and "Disabled". Below these, there are two input fields: "IP address of USB ethernet adapter" with the value "192.168.0.5" and a "Calculate recommended IP on USB ethernet adapter" button to its right; and "Document camera serial number" with the value "1016584". A section titled "Recommended configuration on document camera" contains the following text:

```
IP on Document Camera:      192.168.0.6
Netmask on Document Camera: 255.255.255.0
Gateway on Document Camera: 192.168.0.5
```

### (Optional after the installation Wizard reboot)

Device.Properties file (E:\tandberg\configuration) This section must look like the following sample:

For Ethernet:

```
# Document camera
device.documentCamera.type = documentCamera
device.documentCamera.connection.type = wolfVisionVZAutodetectEthernetConnection
device.documentCamera.connection.serialNumber = 1016584
```

For USB:

```
# Document camera
device.documentCamera.type = documentCamera
device.documentCamera.connection.type = wolfVisionVZDllConnection
```

6. **Reboot** the TCU from the **Installation Wizard**.

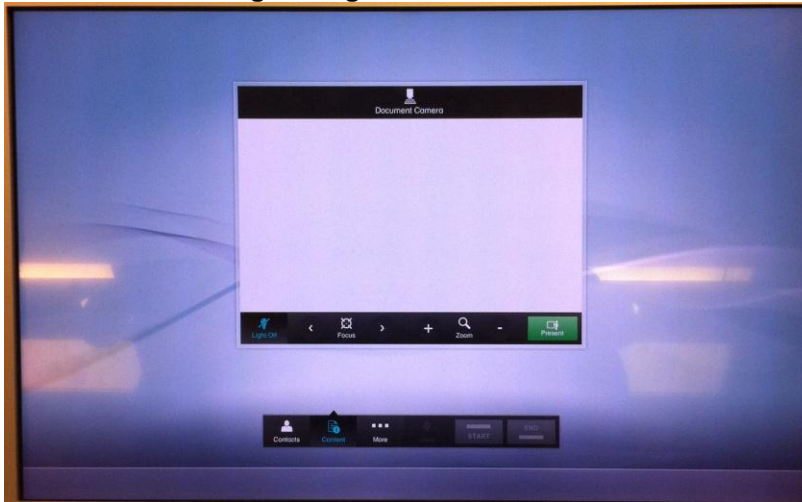
## 2.4 Trouble shooting

Prior to installing the USB adapter for at least TCU 3.1 and below, the newest USB to Ethernet adapter (Cisco/ Linksys USB300M) driver must be copied (WinSCP) onto the TCU. It doesn't matter the location as long as you remember (Ideally E:).

- After the USB adapter is plugged in, the Windows installation wizard is displayed.
- Point the Windows installation wizard to the USB driver files recently copied over to the TCU.
- If you do not have the correct serial number listed in the TCU installation wizard, status is still red in the **Device Overview** and in **Diagnostics**, but shows connectivity lights on the USB adapter and in the command prompt with **ipconfig /all**.

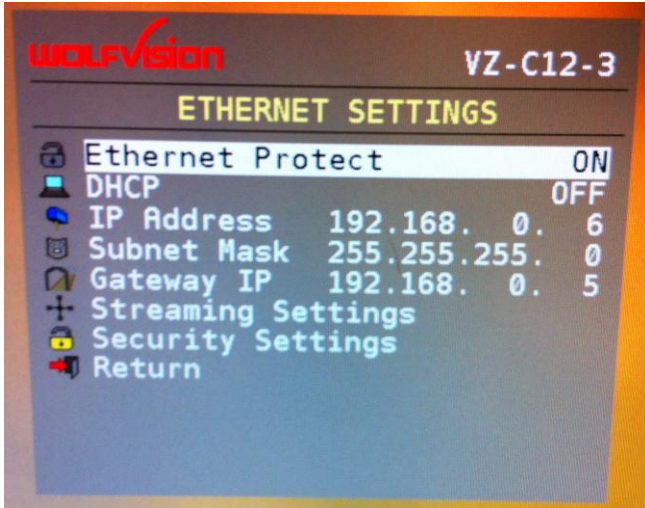
The **Preview** function provides the ability to adjust focus and zoom prior to sending the stream to the far end while in a call. The preview image is transmitted from the document camera via the Ethernet cable (stream) to the TCU. The TCU then embeds the stream into the TCU application. After you click **Share** or **Present**, the video from the document camera is transmitted via it's DVI output through the presentation switcher (input 7), to DVI input 5 of the center codec, (also transmitted to the far end), then from DVI output 4 of the center codec to an HDMI splitter and back to the TCD's on HDMI input 2.

If you are unable to see the following **Preview** video from the document camera screen, you need to make sure **Streaming settings** are turned **ON** and **DHCP** is **OFF** in the document camera settings.



To navigate to the **Streaming settings**:

1. With the IR Remote while pointing at the document camera, press and hold the **Menu** button (approx. 3 seconds) until you see the menu on the screen.
2. Use the **Red arrow keys** to navigate to **Advanced Settings** and click **Enter**.
3. Navigate to **Ethernet Settings** and click **Enter**.



If **Ethernet Protect** is **ON**, you need to turn it **OFF** before you can make changes to the Ethernet settings. (Turn it back on once changes have been made).

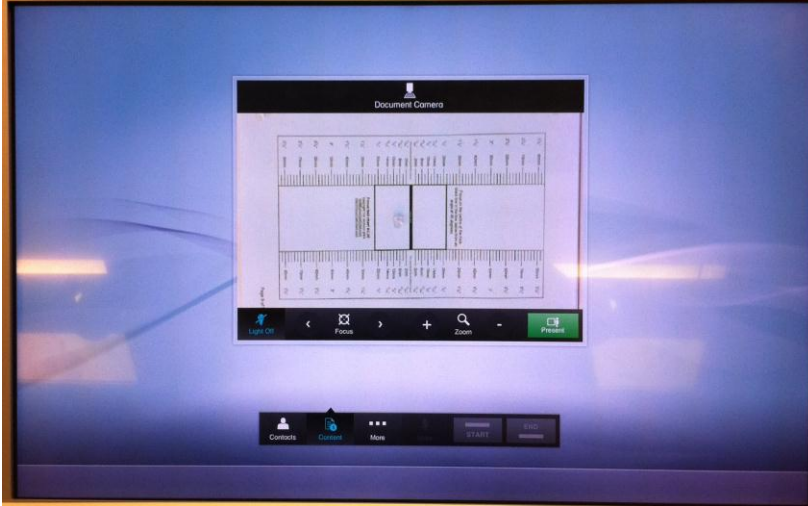
4. Navigate to **Streaming Settings** and make sure you show the following settings as listed.



- Multicast IP: 232.1.0.59
- Multicast Port: 8800
- Streaming-Mode: CONTINUEOUS
- Streaming-Format: 288p
- Frame-Rate: HIGH



5. Once configured, exit the menu of the document camera. You should now have a streaming image available in the preview window. Below is an example.



**End of Document**