Problem	Suggestion
No Video Image	Verify that the 50' plenum rated RJ-45 plug-to-plug cable is connected between the "MAIN" jack on the back of the camera module enclosure and the RJ-45 jack on the back of the wall plate.
	Make sure the provided 12VDC power supply is plugged into a wall outlet and the "12 V DC" jack on the wall plate. Do not use any other power supply.
	Check the video connections to verify they are tight and fully inserted.
	Check the input on the video device (e...monitor, VCR, video conferencing system...), verify it's power-on condition and assign the input accordingly.
The IR remote control does not work.	Verify fresh batteries are installed and in the correct position.
	Remove power supply plug from the "12 V DC" jack on the wall plate. Wait a few seconds and reinsert the power supply plug.
	The Ceiling DocCam can be purchased to respond to the VideoLabs IR Remote, or the Polycom ViewStation IR Remote or the PictureTel IR Keypad. Verify the model number on the back of the camera module enclosure to determine which IR Remote you have chosen for your installation and use that remote only.