

8. Before Requesting Help

If you have any problems using GVP series , find the symptom in the table below and take the actions recommended.

If your question is not answered satisfactorily, please contact out service personnel.

Symptom	Possible remedy
Not working at all	<ul style="list-style-type: none">- Connect your telephone Cable into Line on GVP.- Plug power cord into wall socket and power adapter.- Plug power adapter into power jack on GVP- Check if the power failure
No dial tone	<ul style="list-style-type: none">- Increase your video phone volume- Plug cables into the jacks on videophone
Bad call condition with noise or cross	<ul style="list-style-type: none">- Set up location(flat table)- Check the connection with phone cable and handset
Video in local view is dark	<ul style="list-style-type: none">- Increase light level in your room- Reduce back light
Green or yellow blocks appear in the remote picture	<ul style="list-style-type: none">- Probable bad connection. Hang up and try again.
Abruptly reverts to audio only call or hangs up	<ul style="list-style-type: none">- Call waiting tones frequently disrupt modem connections. Ensure that the both callers have disabled call waiting.
Fail to connect video	<ul style="list-style-type: none">- Connect rate may be low. Hang up and try again.- Have the other party call you