

Cloud Troubleshooter

Administrator Guide

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About the troubleshooter

This troubleshooter provides you with guidance in addressing some of the more common problems when connecting StarLeaf devices to the StarLeaf Cloud. Each section indicates to which products it applies. In this document, the StarLeaf Touch is not separately described; it is the same as the StarLeaf Phone. Group Telepresence includes the GT 3350, GT 3351, and GT Mini 3330.


For information about installing and using StarLeaf devices, go to www.starleaf.com/documentation.

StarLeaf Cloud room and desktop systems

The StarLeaf touchscreen controller is not powered

Applies to: PT Mini  Group Telepresence  Breeze 

The StarLeaf touchscreen controller attached to StarLeaf PT Mini can receive power in one of two ways:

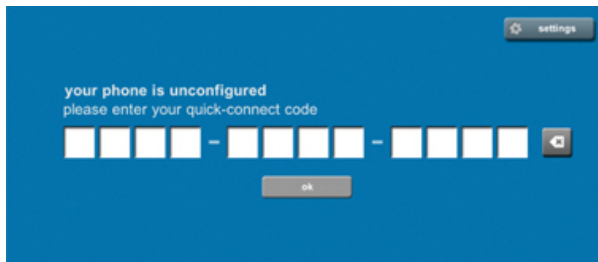
- **an AC/DC adaptor:** The Phone 2120 and the Touch 2020 can be powered using an AC/DC power adaptor connected to the mains power supply. The AC/DC adaptor is available from StarLeaf, part number 712-00010. Connect the adaptor to the **DC +48V port** on the touchscreen controller (this is the round socket on the back panel) and then connect the adaptor to the mains power supply using the power cable supplied with the adaptor
- **a Power over Ethernet (POE) network connection:** if the network provides a Power over Ethernet connection, the touchscreen controller does not require the AC/DC adaptor. If the touchscreen controller is to use Power over Ethernet, check that the cable plugged into the network port on the rear of the touchscreen controller (labeled with this symbol: ) is connected to a Power over Ethernet switch port

If the touchscreen controller does not power up when you connect the network, then it is not receiving Power over Ethernet and you need to use the AC/DC adaptor. The touchscreen controller attached to a Group Telepresence codec receives power from the codec; an AC/DC power adaptor must not be used. Any further problems with powering a touchscreen controller may indicate a hardware problem. In this case, contact your reseller or StarLeaf technical support.

QuickConnect screen

Applies to: PT Mini  Group Telepresence  Breeze 

If you power a touchscreen controller and you see the QuickConnect screen, you must enter a QuickConnect code. The QuickConnect screen looks like this:




The Cloud creates a unique QuickConnect code for every StarLeaf hardware endpoint user and for each Group Telepresence endpoint. You cannot have a QuickConnect code until you have provisioned this user through the StarLeaf Portal. The QuickConnect code that you need is displayed on the user's page in the StarLeaf Portal and in a user's settings email. If you are a user and you haven't received a user settings email, then you need to contact your video administrator or the reseller of your StarLeaf system.

The touchscreen controller is working but PT Mini video is not

Applies to: PT Mini

Group Telepresence

Breeze

If the PT Mini is correctly installed, you can see a self-view video whenever you press the speakerphone button on the Phone or Touch. If this is not the case, look at the icons at the top-left corner of the touchscreen controller's screen; you can see a PT Mini icon .

- If the PT Mini icon is not there, check that the StarLeaf-supplied USB cable is correctly connected between the touchscreen controller and the PT Mini. After connecting the USB cable, allow 30 seconds for the system to connect (the PT Mini may upgrade its firmware and reboot)
- If the PT Mini icon is displayed on the touchscreen controller and you see self view when you press the speakerphone button but you do not receive video in a call, this could be because the person at the other end of the call is not video-enabled. Also, remember that if there is insufficient bandwidth to make a video call between you and the other party, your PT Mini places the call as an audio-only call. In that case, the problem could be at either end. If you are not receiving remote video on a call to somebody from whom you normally receive video, contact your reseller or StarLeaf technical support

I am not receiving any video on StarLeaf hardware

Applies to: PT Mini

Group Telepresence

Breeze

If your screen is not showing any video from the StarLeaf endpoint:

- Check the screen or projector is capable of 1080p resolution. If it is only 720p capable, please contact StarLeaf support
- Check the connection to the screen and try replacing the cable
- Ensure there is nothing between the StarLeaf unit and the screen. Remove any splitters or control devices

- Check that the screen can accept digital inputs, and that you are not converting to VGA
- If you are using an adaptor (to or from HDMI), try using a screen that you can plug into directly
- Try using a different screen
- Check that the screen can display video from another source


If your screen is showing your local video but does not show video on a call:

- Check that the person calling you can see their local video and has not pressed video mute
- Check that the person calling you can send video to other users. If not, then the problem is on their system and they should follow troubleshooting guidance
- Check the statistics for the call to see whether you are receiving any packets

People I call from StarLeaf Hardware cannot see my video

Applies to: PT Mini  Group Telepresence  Breeze 

Press the recent calls button. If you cannot see the video from your local camera:

- Check for the hardware icon (for example, ) in the top-left corner of the window. This indicates whether the StarLeaf-supplied USB cable is plugged in correctly
- Check the camera's connection to the endpoint. If you have a spare camera, try a different camera and a different camera cable
- Restart the endpoint if you have swapped from a USB camera to a PTZ camera
- If you are using a PTZ camera:
 - check that the settings dial is set to 7
 - unplug and replug the VISCA cable, or try another cable if you have a spare
 - plug the camera directly into a television to check whether it displays video
- If you are using a USB camera:
 - plug the USB camera into a PC to check whether it displays video
 - check that you are using a Logitech C920 or C930 camera. No other USB cameras are currently supported

If you can see your local video but people cannot see your video when you call them:

- Check that the video mute button is not pressed
- Check your speed test result. If your speed is below 128kbps then no video is sent
- Check that the person calling you can send video to other users. If not, then the problem is on their system and they should follow troubleshooting guidance
- Check the statistics for the call to see whether you are receiving any packets

I cannot see my PC screen on the video monitor

Applies to: PT Mini  Group Telepresence  Breeze 

The PT Mini ships with a variety of DVI cables to enable connection to most PCs. If you have connected your PC to your PT Mini and enabled the PC to send video to the system, you should see PC content on the video monitor; additionally, the touchscreen controller

displays a laptop icon in the top-right of the phone's display. If you do not see this, then either the PC has not been correctly connected to the monitor, or it is not sending content to it.

Most modern PCs automatically detect when an extra monitor has been connected and send video to it but some, especially laptops, may require extra key presses or video configuration to send output to the extra monitor.

Your touchscreen controller display tells you if your PC is asleep with an icon in the top-left of the screen:



Resetting a StarLeaf endpoint

Applies to: PT Mini ✓ Group Telepresence ✓ Breeze ✗

To reset a StarLeaf hardware endpoint to factory default settings, go to the user record in the Portal for the user of the endpoint and set **Hardware endpoint** to *None*.

Breeze only

The following troubleshooting guidance applies to Breeze exclusively and not any of the other StarLeaf Cloud endpoints.

Applies to: PT Mini ✗ Group Telepresence ✗ Breeze ✓

Breeze audio problems

You cannot be heard

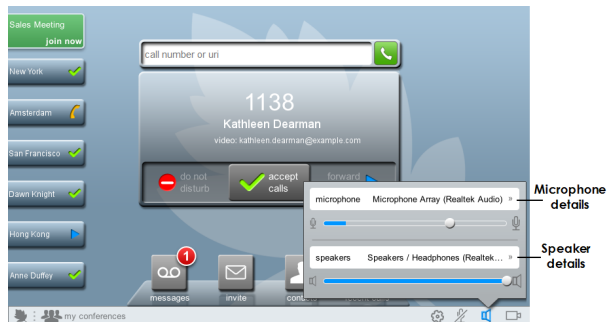
If you call someone and that person cannot hear you, this can indicate that:

- your microphone has a problem or Breeze is not using the correct microphone,
- the person you called has a problem with his audio output (no speakers, audio muted),
or
- another application is using your microphone

If you think the problem might be due to your microphone:

1. Ensure that no other applications are using the microphone. Close any open applications that might be.
2. In Breeze, click the volume icon in the bottom-right of the screen. The volume icon

looks like this: . Breeze displays your microphone and speakers information panel:



3. Using this panel, you can see which microphone Breeze is using. You can also select to use any one of the microphones available on your computer.
4. Check that the microphone is working. The indicator beneath the microphone's name reacts to any surrounding sound.

Note: If the microphone has been muted by a control elsewhere in your computer, Breeze warns you this is the case.

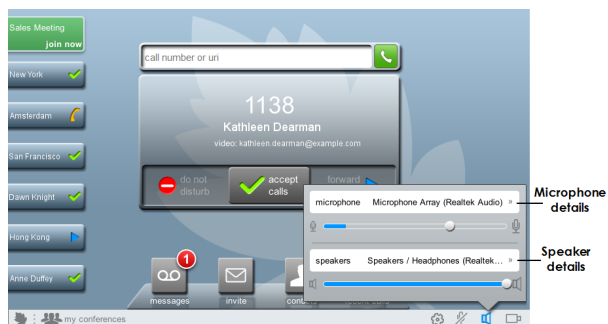
If the correct microphone is set and that microphone is functioning, and the person whom you are trying to call does not have a problem with speakers, and there are still audio problems, contact StarLeaf technical support.

You cannot hear anything

If you cannot hear anything, your audio playback device might not be correctly selected. If you cannot hear anything:

1. In Breeze, click the volume icon in the bottom-right of the screen. The volume icon

looks like this: . Breeze displays your microphone and speakers information panel:



2. Using this panel, you can see which speakers Breeze is using. You can also select to use any of the speakers available on your computer. You can also adjust the volume level of the speakers by using the volume control slider in this panel.

Note: Breeze tells you in the microphone and speakers information panel if you have muted your speakers. Clicking on this message unmutes the speakers.



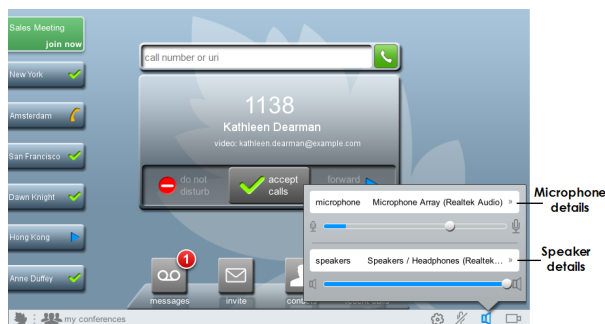
Breeze also tells you if the speakers are not working or if you don't have any speakers.

You are too loud or too quiet

If the people you call complain that you are too loud or too quiet, this might be due to your microphone levels, rather than the volume of their speakers. To adjust your microphone levels:

1. In Breeze, click the volume icon in the bottom-right of the screen. The volume icon

looks like this: . Breeze displays your microphone and speakers information panel.



2. Use the microphone slider to adjust your microphone levels. Increasing the level increases your transmitted volume.

Breeze information about computer capability

Note that Breeze can tell you if your computer has the capability (for example, processing power) to make and receive high quality video calls. To discover your computer's ability to make a video call, click the leaf icon in the bottom-left of the Breeze display. In the image below, the PC only has the capability of making medium quality video calls, regardless of bandwidth availability.



Breeze call disconnects immediately

If you make a call and it immediately disconnects, this could be because Breeze was unable to detect any audio devices on your computer. In this case check that your speakers and microphone are operating correctly. If your calls still disconnect, contact StarLeaf technical support.

I am not receiving any video on Breeze calls

If you are not receiving any video on Breeze calls:

- Check that Breeze is running correctly. Can you make and receive calls?
- Check that the person calling you can send video to other people and has not muted their video
- Check call statistics to ensure that you are receiving packets

People I call from Breeze cannot see my video

If people you call cannot see your video, press the camera icon  in the bottom-right corner of Breeze. If you cannot see your local video:

- Ensure that your webcam works with other applications. If it does not, it is likely a problem with your webcam
- Try using a different webcam if you have a spare
- Update your OS and camera drivers
- Ensure that Breeze is using the correct camera. To select a different camera, follow the steps given within the guidance for [I have problems with video quality \(p10\)](#) below.

If you can see your local video but others cannot:

- Check that your video is not muted. If it is, the video icon has a red line through it
- Check your available bandwidth. Click the leaf in the bottom-left corner to retry the bandwidth test
- Ensure that the far end is capable of receiving video from other callers
- Check the call statistics to ensure that packets are being sent

Uninstalling Breeze on a Windows computer

To uninstall Breeze:

1. On your **Start** menu, locate the StarLeaf Breeze program folder.
2. Choose **StarLeaf Breeze Uninstall** from the options, or right-click Breeze and select **Uninstall** from the dropdown menu.

Firewall issues on a Windows PC

When you install Breeze, or when you subsequently run Breeze, if your firewall asks you to 'Allow or Deny' Breeze (or words to that effect), ensure that you Allow Breeze. Breeze is controlled from the Cloud; it needs Internet access to function.

StarLeaf Breeze: Known issues

In the current Breeze release, there is one known issue:

- If your computer is running Avira anti-virus software, it might not allow you to install Breeze. In this case, you can temporarily disable the Avira software until you have completed the Breeze installation, or you can contact StarLeaf technical support for assistance. This is StarLeaf bug number 2184 and will be fixed when Avira update their software to recognize Breeze

All Cloud-registered products

The following troubleshooting guidance applies to all products registered to the StarLeaf Cloud.

Applies to: **PT Mini** ✓ **Group Telepresence** ✓ **Breeze** ✓

I have problems with video quality

Note: If you have dialed into a conference and you are the first participant, you are put on hold and won't see any video until either the conference creator, or another participant joins.

Hardware endpoints

If you are seeing poor-quality video, and especially if the video quality deteriorates unexpectedly, contact StarLeaf technical support.

Video quality is dependent on the bandwidth available in both directions between you and the person with whom you are having a video call. The display of the StarLeaf Phone or Touch reports if there is insufficient bandwidth for full quality video calls. The image below shows an example message:



If you see a message like the one above, retry the bandwidth test as the network may have been experiencing temporary unsatisfactory conditions. If you continue to have bandwidth issues, contact StarLeaf technical support for advice.

You should also check the call statistics to see if there is any packet loss on the call.

For more information about bandwidths and resolutions used by the StarLeaf Cloud, refer to [Video bandwidths and resolutions used by the StarLeaf Cloud](#).

Breeze

Video problems when using Breeze may indicate:

- insufficient bandwidth,
- a camera issue, or
- insufficient computer capability (refer to [Breeze information about computer capability \(p8\)](#))

Insufficient bandwidth

Breeze tests your bandwidth and scales video according to the results of the bandwidth test. If you are using Breeze, and when you make a call, there is no video, re-test the bandwidth. In some cases, you may have temporary network issues when you first start Breeze that make it seem (incorrectly) that you do not have sufficient bandwidth for video calls. Retesting the bandwidth in these cases solves this issue.

You should also check the call statistics to see if there is any packet loss on the call.

For more information about bandwidths and resolutions used by the StarLeaf Cloud, refer to [Video bandwidths and resolutions used by the StarLeaf Cloud](#).


To re-test bandwidth:

1. Click the leaf icon in the bottom-left of the Breeze display.
2. Click **retry bandwidth test**:



A camera issue

If the person you are calling cannot see you, it is possible that Breeze is attempting to use the wrong camera. To select a different camera:

1. In Breeze, click on the camera icon in the bottom-right of the screen. The camera icon looks like this: . Breeze displays your camera information panel:



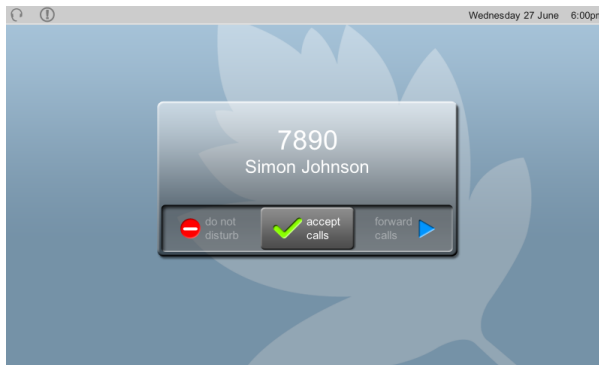
2. Using this panel, you can see which camera Breeze is using. You can also select to use any one of the cameras available on your computer. You can see the view that the selected camera currently has. You can also mute the video - so that you can make a video call where you cannot be seen.

If you have video problems, and you are sure your webcam is correctly functioning and you have restarted Breeze, contact StarLeaf technical support.

Note: Ensure that the room you are calling from is well lit with light shining onto your face or the faces of others in the room. If the light is shining from behind them, this can affect video call quality.

The screen displays a name and extension number but there is a flashing exclamation mark in the top-left of the display

A StarLeaf endpoint that displays a name and extension number, but there is a flashing exclamation mark in the top-left of the display has lost its connection to the Cloud and looks similar to this:

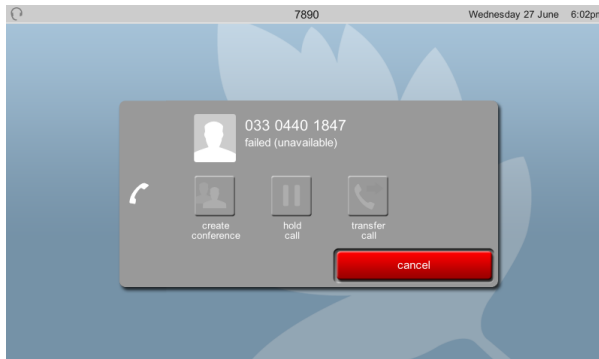


This happens under one of the following circumstances:

- There is a local or remote IP network problem
- The Cloud is temporarily unavailable due to an upgrade. During a Cloud upgrade, all endpoints display the exclamation mark for a short while (before rebooting, possibly upgrading their firmware and then reconnecting). StarLeaf provides advance notice of the exact time and date of any Cloud upgrade

When I dial a number I hear a beeping tone and see the message: 'failed (unavailable)'

You have dialed a number that the Cloud considers to be unroutable (for example, to an extension that does not exist). When you dial an unavailable number, the display is similar to this:



You might need to use a prefix when dialing a number outside of your company. For example, in many offices, you may be told to dial 9 for an outside line.

Note: Connection from your StarLeaf endpoints to the public telephone network is an optional extra. For more information, contact your StarLeaf representative.

If you think there is a problem with the routing of your calls, contact StarLeaf technical support.


The touchscreen controller or Breeze is powered but displays a blue screen

If the touchscreen controller or Breeze displays a blue screen, this indicates that it has not

registered with the Cloud. The touchscreen controller also displays a message. For example, in the image below, the touchscreen controller is downloading firmware.



Messages are one of the following:

- **Downloading firmware: x%:** The endpoint is downloading a new firmware image. The end user must wait until this has finished. The endpoint automatically reboots itself and then re-registers to the Cloud. Depending on the speed of the end user's Internet connection, it could take several minutes for the endpoint to complete the firmware download
- **No link detected on NET port:** The endpoint is not physically connected to the network
 - For PT Mini, ensure the network cable is connected to the network port on the rear of the touchscreen controller (labeled with this symbol: ). Make sure you have not connected the network cable to the PC port on the rear of the touchscreen controller. Use the installation guide to ensure you have correctly installed the PT Mini
 - For Group Telepresence, ensure the network cable is connected to the Network connector on the Group Telepresence codec and that the network port on the rear of the touchscreen controller is connected to the StarLeaf Phone port on the Group Telepresence codec. Use the installation guide to ensure you have correctly installed Group Telepresence endpoint
 - For Breeze, make sure the device on which it is running has a network connection
- **Waiting for DHCP:** If you see this message for 20 seconds on the touchscreen controller, and then the message "Failed to obtain DHCP lease" this means that the endpoint has failed to obtain network configuration settings from the local network. In this case, you need to contact the local network administrator
- **Failed to resolve provisioning server:** The endpoint is unable to establish a network connection to the StarLeaf server at config.starleaf.com. Use this checklist to identify the problem:
 - Is there an Internet connection or firewall problem at the end user's location?
 - Has the touchscreen controller been configured with correct network settings? Press **settings** in the top-right of the touchscreen controller display and check that the settings are correct. To determine the correct settings, refer to your StarLeaf provisioning document or contact StarLeaf technical support
 - Has the touchscreen controller obtained an IP address by DHCP or has it been configured with an incorrect static IP address?
- **'Starting...'** : If the display stays on the 'starting' message for an extended period of time, this means that the touchscreen controller or Breeze has reached the StarLeaf provisioning server, but is unable to make a tunnel connection to the server in the Cloud that hosts your organization. This server is identified by the host name <your_org_name>.call.sl. The most common cause for this message occurring is that there is a firewall that is not allowing outbound network connections to any of the range of ports

that it tries on the server. For more information about those ports, refer to the [Firewall configuration overview](#).

If the above information does not enable you to connect the touchscreen controller or Breeze to the cloud, contact StarLeaf technical support.

additionally if you have a StarLeaf Cloud-registered H.323 endpoint:

My H.323 endpoint cannot connect to the Cloud

If your StarLeaf Cloud-registered H.323 endpoint cannot connect to the cloud, follow the steps below to troubleshoot.

- Ensure you have followed the instructions in [Adding H.323 endpoints to the Portal](#) and any additional steps for configuring your endpoint.
- Check that H.460 is enabled on your endpoint. Try disabling and re-enabling the setting.
- Turn off any static NAT configuration on your endpoint.
- Check that your endpoint can register to a gatekeeper other than StarLeaf, such as `mcu.starleaf.com`. If it cannot register there, check your company's firewall.
- Ensure your firewall is not altering H.323 messages, for instance by changing NATed addresses.
- If possible, try putting your endpoint on a public address and registering from there.

Legal information

Third party software acknowledgments

Acknowledgments of third-party software are available at:

www.starleaf.com/support/legal

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