



Missouri Interactive Telecommunication Education Networks

Sally Hackman
Network Director
shackman@
centralmethodist.edu

Scott Kasmann
Technical Director
scottk@mitenetwork.org

Sheri Eaton
Resource Coordinator
sherie@mitenetwork.org

P.O. Box 64
600 West Morrison
Keller Bldg. Suite 12
Fayette, MO 65248

Phone: 660 248-1148
Fax: 660 248-2268

MIT-E North

Bunceton
Central Methodist
University
Glasgow
New Franklin
Pilot Grove
Slater

MIT-E Central

Jamestown
Northwest
Otterville
Prairie Home
Sacred Heart
Smithton

MIT-E South

Blair Oaks
Eugene
New Bloomfield
Russellville
St. Elizabeth
Tuscumbia

www.mitenetwork.org

I-TV Teacher's Guide to Trouble-shooting Technical Problems

1. DON'T PANIC! Review all system turn on procedures.
2. Check all on/off switches, AMX control pad, volume controls, mute button, and batteries.
3. Try to figure out what does work—any microphones, cameras, etc. Try to use what *does* work to aid in fixing or circumventing any problems.
4. Contact Sheri Eaton, MIT-E Resource Coordinator at 660 248-1148 to confirm what is working, what can be fixed and if class can continue with limited problems or interaction. The Resource Coordinator will contact additional technical support.
5. Have an alternate plan prepared in case the problem cannot be solved. Try to get students on task as quickly as possible.
6. The Resource Coordinator will contact other sites in your connection to let them know there are problems.
7. If possible, record the problem on videotape. This is extremely valuable for diagnosing system problems, especially intermittent ones.