

A Quick Check for Site Coordinators

To help ensure your students have a trouble-free experience, please do this “quick check” of your system a few days before hosting one of our satellite courses. That way, if you discover a problem, we can have a chance to fix it before the course begins. If possible, your receiver and audioconferencing unit (ACU) should be left connected and powered on. If you note any failures, please call us immediately at DSN 986-9292 or (937) 656-9292.

1. To check good video reception, you should see CNN, our “home channel,” on your projector screen or TV.
2. To check your interactive audio capability, please key one of your audio conferencing mics. The audio from CNN should mute while you have the mic button depressed. Also, please check that your ACU has its two middle buttons detented in with lights on, and the two outer buttons detented out with lights out.
3. Especially for those of you who have not used your system recently, please check that your phone line is still active. (Local Comm squadrons disconnect phone lines that haven’t shown recent usage.) You can check by calling your ACU: if it rings through, your line should be okay. Your ACU’s far right button should illuminate when you call it. If the light doesn’t go out when you hang up, please push the far button in and then push it again so that it’s in the “out” position; the light will go out, and you’ll be ready to go!

On the day of the class, about an hour before the start, please ensure everything is powered on, and that you’re still getting CNN. This is required to receive automatic channel tuning information from our network provider, which is sent any time between 45 to 25 minutes before the class starts. If by 25 minutes before class-start-time, you haven’t been moved off CNN, please call us immediately. And, if the course is interactive, please take another moment to recheck your ACU (see step 2 above). Check that the four buttons are still in the right positions, and key one of your mics to ensure your TV still mutes.

With your help, we can ensure your training event goes smoothly! If you have any questions, please feel free to give our Help Desk a call at any time.

Thanks for your support,

The ATN & DETN Staff