WORKING AT 2420 TIPS, including video and sound troubleshooting:

Don't forget to reserve your office via the Office RnD/Hybrid Work app and check-in and pay for parking via the ParkMobile app.

1. **What do I need to bring to 2420?**
   a. Laptop
   b. Extra power cord – especially if you're using a room without a port replicator
   c. External keyboard and mouse – if you prefer not to use the laptop's keyboard and mouse

2. **How do I connect my laptop to WiFi and the HS network at 2420?**
   a. Use UVA's WiFi network, ==*eduroam*==
      i. *Eduroam* uses the same certificate we use for the Cisco HS VPN, so you should be all set
      ii. *Tip:* If you have problems connecting to *eduroam* (<u>if it asks you for credentials</u>), do the following:
         1. Connect to the **UVA WiFi Setup** wireless network
         2. Open a Web browser and type in **connect.virginia.edu**
         3. Under "Faculty, Staff, & Students," click **Continue**
         4. Use the UVA Network Tool to install a certificate and get connected to *eduroam*
      iii. Connect to the HS network (& Outlook), Advance, & Advancement Performance (AP) using the Cisco HS VPN

   b. Use HIT's WiFi network, ==*hscs-wireless*==
      i. You will automatically be connected to the HS network without having to use a VPN
      ii. Open Outlook once verifying that you're connected to the HS network
      iii. You won't be able to use Advance, AP, or print at 2420 connected to *hscs-wireless*

Tip: You might need to turn off auto-connect on one WiFi network before you can connect to another WiFi network.

3. **How do I connect my laptop to a port replicator?**
   a. **Connect the USB-C cord coming from the port replicator to the USB-C port on your laptop** (located on the back left side of most laptops)
   b. Manually power on the port replicator (as applicable) and your laptop
   c. Verify that you're connected to **eduroam** WiFi
      i. *Tip:* You will have fewer issues if you're connected to *eduroam* WiFi while using a port replicator
   d. You still need to connect to the HS network (& Outlook), Printers at 2420, Advance, and AP using the Cisco HS VPN
      i. You can also use the Big IP VPN, but you won't be able to print, use Advance, or use AP
   e. *Tip:* Reboot your laptop and check that everything is plugged in and powered on if the monitors, etc., don't respond

Tip: **If you notice that your laptop isn't charging while plugged into the port replicator**, try moving the USB-C cord connected to your laptop to the USB-C port next to the current one that you're using.

4. **The room I reserved has additional monitors. How do I set them up once I'm plugged into the port replicator?**

Tip: It's possible that the laptop log in screen will appear on a monitor different than your laptop.

    a. Update your Display Settings
        i. Right-mouse click on a desktop and choose ***Display settings***
        ii. Scroll down to the bottom of the Display page and choose ***Extend these displays*** under Multiple Displays
        iii. Click on ***Identify*** (near the top) to see the numbers of your monitors
        iv. If the numbers on the actual monitors don't match the picture layout on the screen, you can drag the monitors on the screen layout to make them match
        v. It doesn't matter if 2 is on the left and 1 is on the right – as long as they match the layout of your actual monitors
        vi. Click on the one that you want to be your main display via the screen layout
        vii. Scroll down to the bottom again, and check the box beside ***Make this my main display***
    b. *Tip:* If you close your laptop and it goes to sleep – do the following:
        i. Click on ***Start***
        ii. Type ***Power Options***
        iii. Click on ***Choose what closing the lid does***
        iv. In the drop boxes beside "When I close the lid:" – choose ***Do nothing***
        v. Click on ***Save Changes***
    c. If it's still not set up the way you want, please go through the above steps again
    d. You may need to restart your laptop as well

5. **Can I video conference in an office at 2420?**
    a. Yes, you can use your laptop's webcam or an external one sitting on top of a monitor along with Zoom, Teams, or WebEx
        i. *Tip:* If you don't see anything on video, make sure that the camera shields are off on the external camera and/or the laptop camera.
        ii. *Tip:* If you don't hear anything, verify that your speaker is on (no x on the speaker icon in the bottom right taskbar) and turned up.
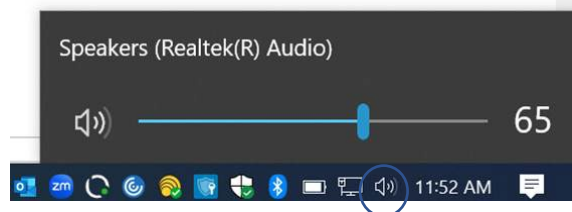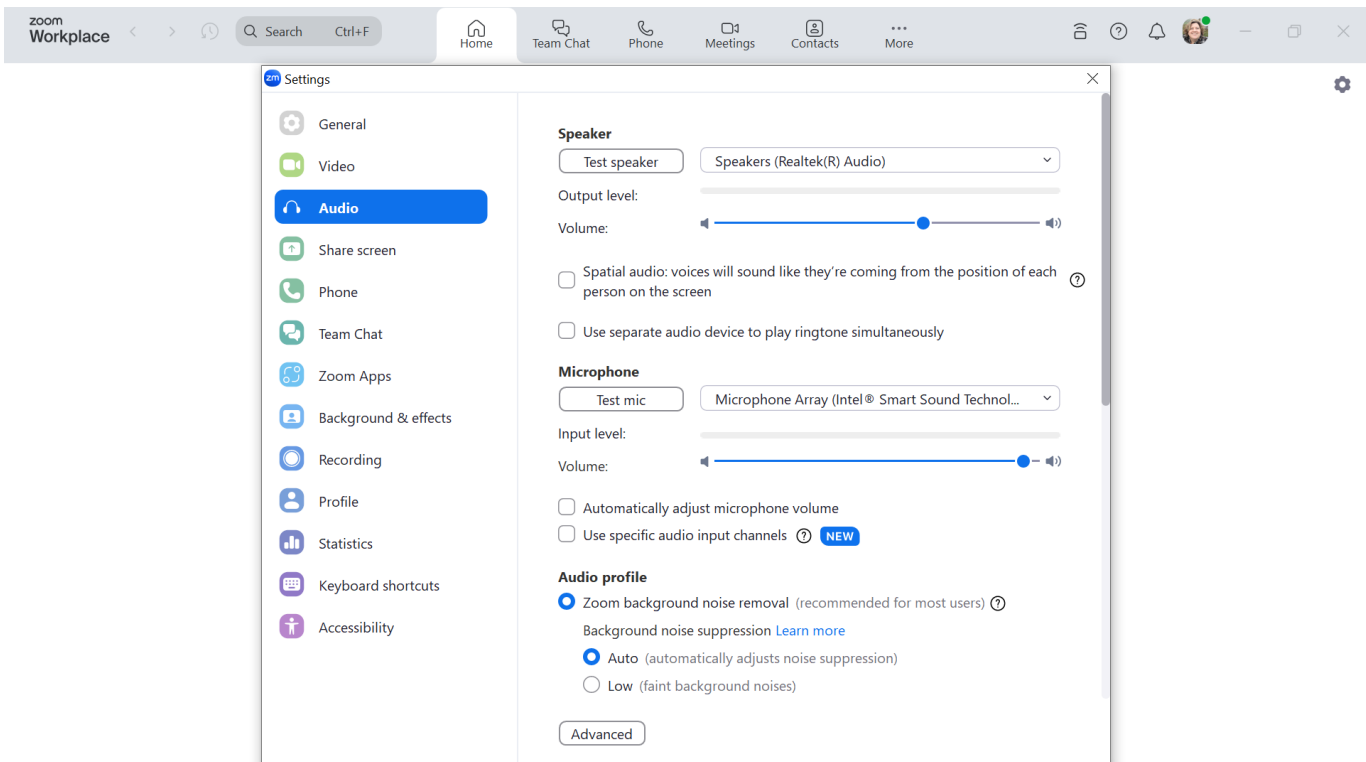

See more video and sound tips on the next pages.

Tip: **For Zoom:** To check what microphone, speakers, and video camera are being used, you can do the sound and video tests before the meeting (click on your pic, Settings, See Video and Audio).

From Zoom's main screen, click on your picture/initials and then Settings.
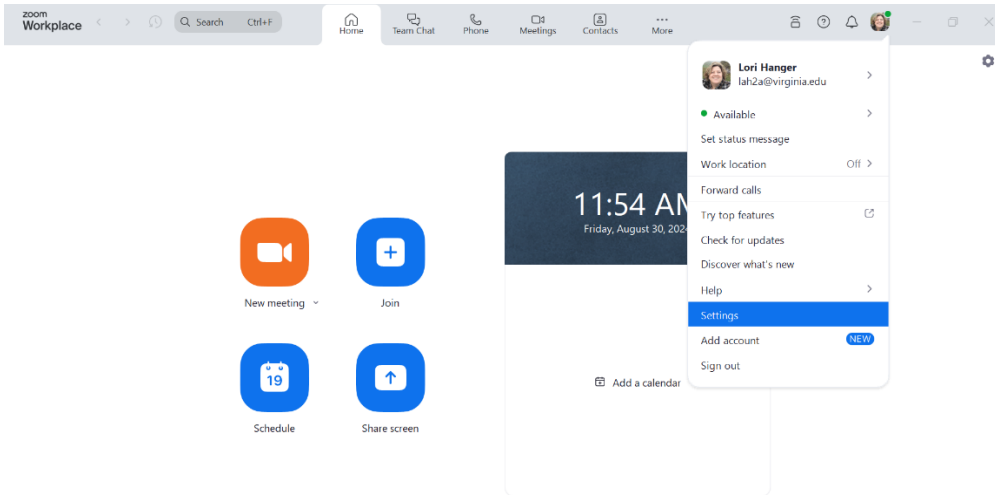
Click on Audio and test your speaker and mic from here. You can choose different hardware from here as well – using the down arrows in the boxes beside Test speaker/mic.


Make sure that the volumes are up. You may need to uncheck the box beside Automatically adjust microphone volume to turn it up.

Zoom continued:

Once you've entered the meeting, you can click on the arrows beside Audio (microphone icon) and Video (video camera icon) to check your sound and video settings.
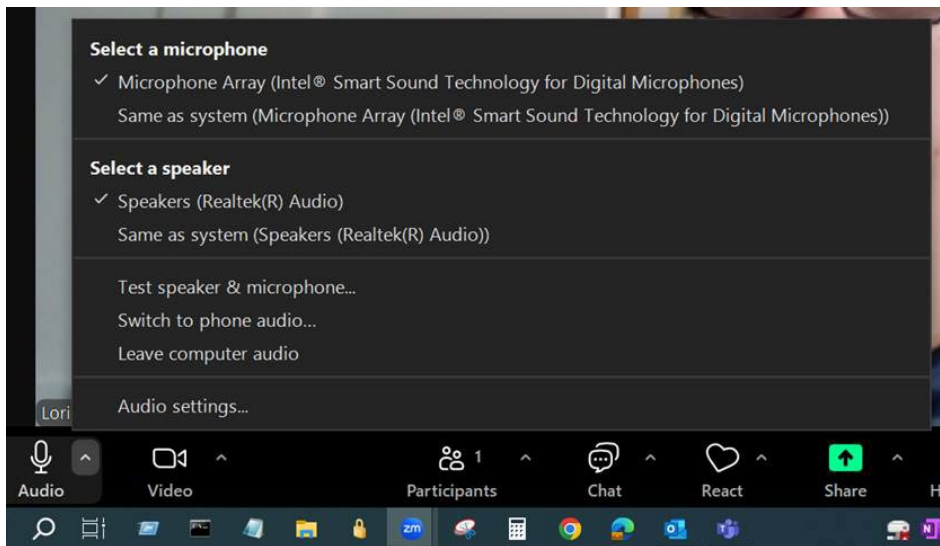
Tip: **For Teams:** To check what microphone, speakers, and video camera are being used, you can do sound and video tests before the meeting as well (click on the 3 dots beside your pic, Settings, Devices (on left) and click on Make a test call. You can choose different hardware from here as well – using the down arrows in the boxes beside Speaker, Microphone, and Camera (near bottom). You can also check your sound and video settings in the preview screen before joining a Teams meeting or once you're in a Teams meeting.
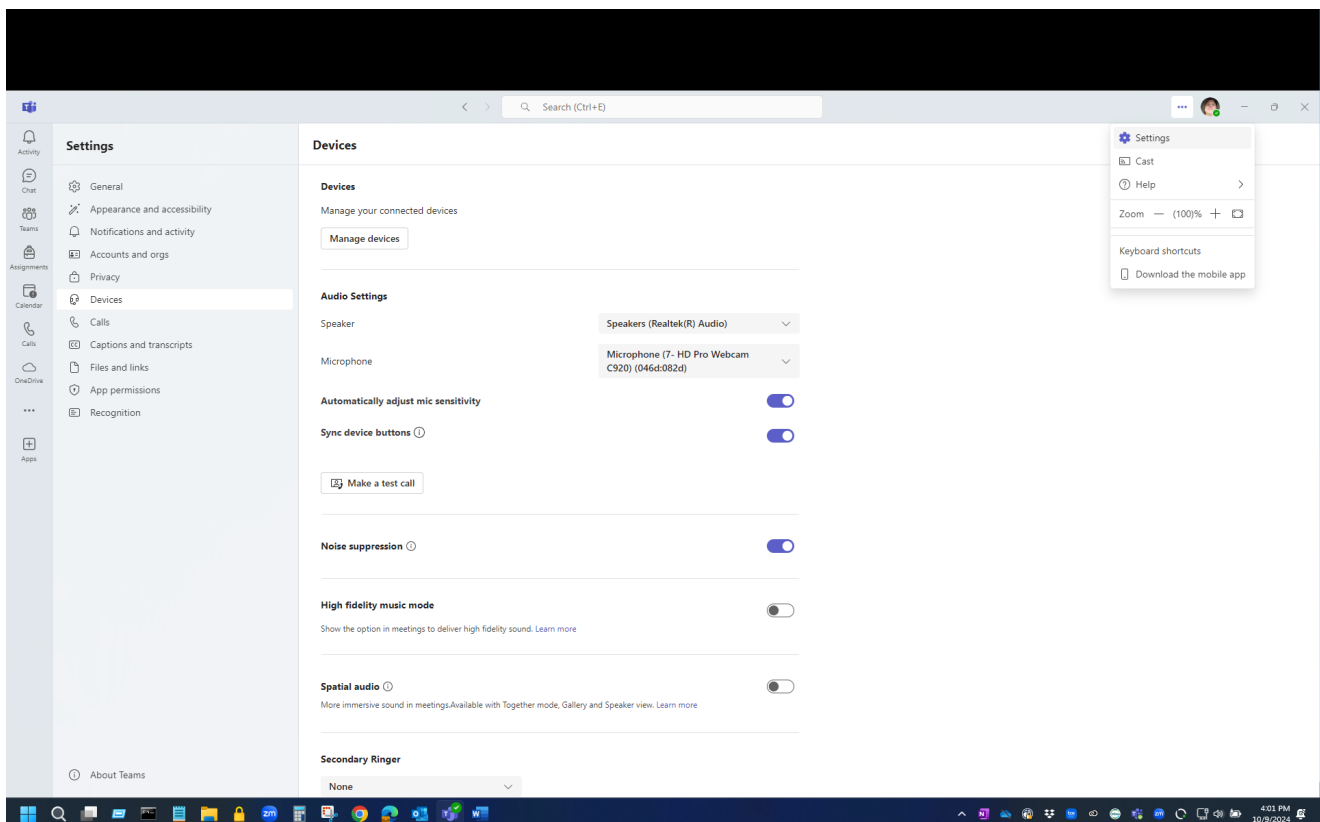
Tip: **For WebEx: If you have an account to create meetings** – to check what microphone, speakers, and video camera are being used, you can do the sound and video tests before the meeting (click on your pic, Settings, See Video and Test options under Audio). You can also check your sound and video settings in the preview screen before joining a WebEx meeting or once you're in a WebEx meeting.