

S.O.S. Place a call to the OTN Service Desk

In what situations should you call the OTN Service Desk?

- If the system is not working and you've checked:
 - The cable is connected to an OTN designated port
 - The power cords for the codec and the monitor are plugged in
 - The power bar is turned on
 - The codec and monitor are turned on
- You cannot hear the other side or they cannot hear you.
- You cannot see the other side or they cannot see you.
- If your call fails to connect at the scheduled time or you're disconnected during your event

Where do you find the OTN Service Desk number?

- There should be a sticker on the monitor with the toll-free number 1-866-454-6861
- If not, write the number on a piece of paper and tape it to the cart.