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.