

## Reporting Video Issues to eTech

eTech is working to identify and resolve known video issues. In order to assist them, you are asked to submit failed or difficult connections to eTech at:

[videosupport@etech.ohio.gov](mailto:videosupport@etech.ohio.gov)

Please include your details:

- VC Wizard Reservation Number/conference requester
- District/building from which connection was attempted/made
- Connection information – DID/IP address
- Building contact information if different from submitter
- Video system details: V-Tel Vista Pro/Polycom FX, etc
- Remote site information – whether in-state or out-of-state; and their system details
- Date/time of call
- Details of call – ATM-ISDN bridge; Multi-point; point-to-point ATM or IP; etc
- Description of problem – differentiate between video and audio issues
- Attempted remedies

Please note, the purpose of these submissions is follow up after a schedule call, not a tool for submitting issues as you are experiencing them (real time).