

## COMMON ISSUES AND EASY WAYS TO FIX THEM

Since the smart classrooms are used by several people daily, settings might change regularly. Here is a list of common issues that have quick and easy solutions:

1. **Issue:** The PC won't display on the projector, but displays on the PC monitor. **Fix:** Make sure the PC is on and the PC button is selected on the Extron Wall control panel. If it still does not show, Hit the WINDOWS key (Windows symbol button, located next to the ctrl key) and "P" at the same time (see Figure 1). While still holding the WINDOWS key, use the P key to select "Duplicate" from the displays menu.

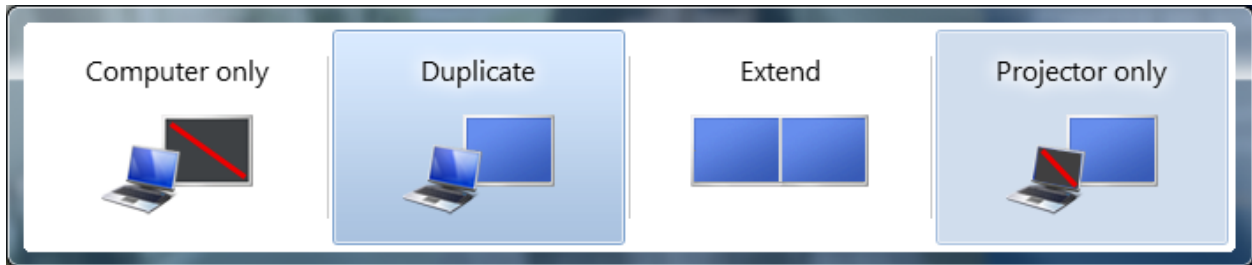


Figure 1 Windows key + P key

2. **Issue:** There is no sound coming from the speakers. **Fix:** Make sure the volume knob on the Extron wall panel is turned up (see Figure 2). Make sure the volume (Far right icon on the PC desktop) is not all the way down or muted. If the speakers themselves have volume control, make sure they are not turned all the way down.

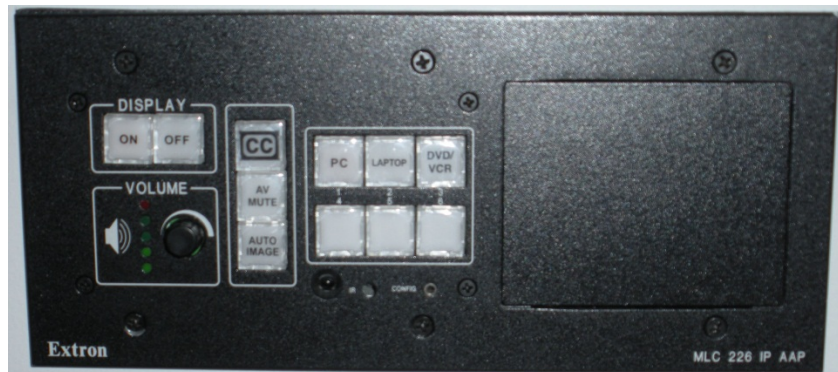


Figure 2 Extron Panel

3. **Issue:** DVD or VHS will not display. **Fix:** Make sure the DVD/VHS player is on and selected on the Extron wall control panel. There are two buttons on the front of the combo unit that will allow you to select either DVD or VHS (see Figure 3). One must always be selected. If a DVD does not show, hit DVD. Likewise for VHS.

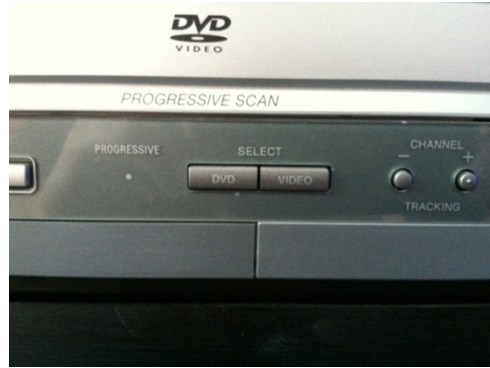


Figure 3 DVD/VCR source buttons on DVD/VCR Combo Unit

- Issue:** The projector is only showing half of the display (see Figure 4). **Fix:** Switch displays from PC to laptop and back to PC on the Extron panel. The issue occurs if the projector is turned on before the PC. The PC will change resolutions a few times while starting up and can sometimes confuse the projector.



Figure 4 Projector displaying half image

- Issue:** The PC displays on the projector display, but not the PC monitor. **Fix:** Make sure the monitor is turned on. Hit the WINDOWS key (Windows symbol button, located next to the ctrl key) and "P" at the same time (see Figure 5). While still holding the WINDOWS key, use the P key to select "Duplicate" from the displays menu.

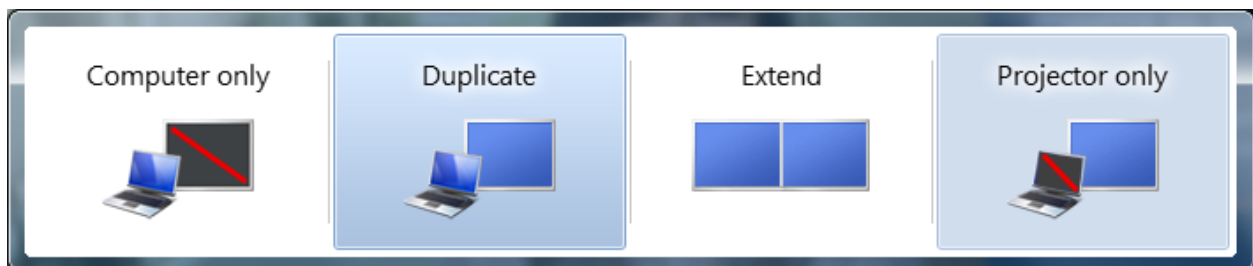


Figure 5 Windows key + P

6. **Issue:** Can't Login. **Fix:** Make sure the Caps Lock key is off. Make sure that you are entering the correct username and password. Your password needs to be changed every 90 days, and will expire if it is not changed. This will prevent you from logging in. If you still cannot login, contact the help desk and they can create a temporary login that you can use .