LC400 TROUBLESHOOTING GUIDE

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LAPTOP IS NOT CONNECTING PROPERLY

Projector is not getting a signal or projector is not turning on after selecting source

1. Make sure you have the correct input selected on the touch panel.

2. If that does not resolve the problem, check the video cable. Make sure the video cable is correctly connected to the computer's port. Plug out cable, wait 3 seconds, plug cable back in.

3. If the current input is not displaying, try to use other inputs that are available and compatible with your laptop.

If these steps do not resolve the problem, call Media Support at 646-997-3934.

PROJECTOR IS SHOWING PARTIAL IMAGE

This issue is normally caused by the computer's resolution not being compatible with the projector's resolution.

If you do not want to change the resolution on your computer, you can use the Extend Display function on your computer. Follow these steps:

On a Windows laptop:
1. Press the windows logo on the keyboard and then press the "p" key on the keyboard.
2. A pop up will appear on the right side of your screen. Choose the "Extend" option.
3. Alternatively, you can use the following steps if the steps above do not work:
    i. Right click on an open area of the desktop and select screen resolution.
    ii. Under multiple displays, select "Extend display", then click OK.

On a MAC laptop:
1. Go to the Apple menu (Apple logo) in the upper left hand corner and select "System Preferences".
2. Select Displays
3. Go to "Arrangement" and make sure "mirror displays" is not selected. You will be able to drag your window until it appears on the projector screen.

Another option is to adjust your computer's resolution to match the projector.

On a Windows laptop:

1. Click the "Start" button, select the "Settings" icon, then select "Systems".
2. Alternatively, on your desktop, right-click your mouse and go to "Display Settings".
3. To change the resolution settings, scroll down the window and click on "Advanced display settings" at the bottom of the page.
4. Click the drop down list under "Resolution," move the slider to the resolution you want, and then click "Apply". Adjust according to how the image is showing up on the screen. We suggest t.rying 1920x1080 or 1280x720
5. If it is not the optimal setting for your system, you will see an "Optional Resolution Notification". You may ignore the notification and confirm the resolution changes by clicking on "Keep changes".

On a MAC laptop:

1. Click "System Preferencest", then the "Displays" icon.
2. Select "Scaled" to change the resolution and refresh rate to one of the other options.

If these steps do not resolve the problem, call Media Support at 646-997-3934.

IMAGE IS NOT DISPLAYING PROPERLY

Image is dim and/or the image is skewed (improper keystone)

1. Call Media Support at 646-997-3934 and let them know if the image is skewed, needs keystoning, or if the contrast makes it hard to read text on the projector.

2. Ask for us to bring in a remote to adjust the settings.

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PROJECTOR IS NOT SHOWING FULL DESKTOP

If the image on your laptop screen does not appear on the projector screen, some of the computer settings may have to be changed:

On a Windows laptop:
1. Press the windows logo on the keyboard and then press the "p" key on the keyboard.
2. A pop up will appear on the right side of your screen. Choose the option you would like.
   i. To show exactly what is on your laptop screen, select "Duplicate".
   ii. To use the projector screen as another display, select "Extend". You will have to drag your windows to the projector screen.
3. Alternatively, you can use the following steps if the above does not work:
   i. Right click on an open area of the desktop and select screen resolution.
   ii. Under multiple displays, select "duplicate these displays", then click OK.

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On a MAC laptop:

1. Go to the Apple menu (Apple logo) in the upper left hand corner and select "System Preferences".
2. Select Displays
3. Go to "Arrangement" and select "mirror displays" to start mirroring the display.
4. Otherwise, to use the projector screen as another display, deselect "mirror displays" and drag your window until it appears on the projection screen.

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DON'T HAVE CORRECT INPUT FOR LAPTOP

More often than not, laptops will have display connections that do not match the wires available in classrooms

1. If you need a dongle to connect your computer to the projection system, call Media Support at 646-997-3934 and let us know what type of dongle/adapter you need. If you do not know which inputs you have on your laptop or which inputs are supported in the room, let us know what model computer you have and we will assist you.

2. Alternatively, email engineering.media@nyu.edu in advance with the specifications of which computer you have and which dongle you need for the room. Please also include the time and day of your class if you need to use the dongle regularly so that it will be ready for you before your class starts

LECTERN PC IS NOT WORKING/NOT ON

1. First, confirm that the PC is not asleep by tapping on the caps lock key multiple times to see if the computer is on. If the key lights up, the computer is on and was just asleep and it needs to wake up.
2. If the Lectern PC is not displaying anything, turn on the monitor by pressing the glowing power button located on the bottom right corner of the monitor.
3. If the monitor displays a "no signal" sign, then the PC has been turned off and needs to be restarted manually.
4. Call Media Suport at 646-997-3934 and let us know the lectern PC is not turned on and we will assist you.

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APPLIANCES ARE NOT WORKING

Keyboards/mouse cables are too short

Email Media Support at engineering.media@nyu.edu to let us know of the issue and when your next class is. If possible, we will come in when the room is free to adjust or extend the cable.

Keyboards/mouse not working

1. If the mouse or keyboard isn't working at all, call Media Support at 646-997-3934 and we can assist you.
2. Otherwise, email us at engineering.media@nyu.edu and we will address the issue as soon as possible.

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AUDIO ISSUES

When there is no audio playing or it is low audio:

1. Ensure that the volume from the input source (laptop) is on/high.
2. On the touch panel, raise the volume scale located on the bottom left corner.
3. Ensure that the mute bottom is not pressed on the touch panel.
4. Confirm that the cable plugged into your device is connected well and the projector is showing your laptop's screen (remember that to use audio with the VGA cable, you have to select the VGA input source and plug in the eight-inch aux cord (it looks like a heaphone jack) into your decice as well.
5. Check computer settings to make sure the system is selected
    i. MACS: System Preferences > Sound > Output
    ii. Windows: Right click on your speaker icon and select sound settings and check your output device selection.