

Trouble Shooting Quick Reference (Conway/Science Center)

How do I open the drawer for the Keyboard and mouse?

There is either an indentation or knob on the front of the drawer to open the latch. If it has the indentation pull down on the latch and out at the same time. If it has the knob, twist the knob and pull out at the same time.

I am having trouble with audio output (Any Device).

(PC or laptop only)

1. Verify the volume on the pc or your laptop is not muted or turned down by clicking the speaker icon in the lower right hand corner of the screen
2. If muted there will be a red circle with a line through the speaker or a check box labeled mute that will be checked; uncheck this box or click on the speaker icon with the circle and line through it.
3. Verify the VGA switch box is on the correct input (1 for pc 2 for laptop)



Screen Shot

Volume bar

VGA Switch Box

(All Devices)

1. Verify the amp is turned on (last page)
2. Verify the amp is not muted. If muted there will be a message on the amps display that reads Muting On and a green flashing light around the power button. If muted tap the mute button on the touch panel and it should unmute.
3. If it is not muted, verify the amp display reads CD if using the PC or a Laptop or DVD/VDP for the DVD/VCR.
4. Check that the volume is turned up, general y -20 to 5 is a good range but some may be louder than others
5. Tap the desired function again on the touch panel.
6. Call the Helpdesk

Note: If for some reason the Touch panel is not controlling the amp you could do everything manually using the Picture below as a general guide. If you must do this please call the helpdesk once class is over because something is wrong with the connection from the Touch Screen to the amp.



AMP

I am having trouble with video output from the PC or a Laptop.

1. Check to verify the PC monitor and projector are turned on (last page).
2. If all are on please press the PC or laptop function on the LCD touch panel again.
3. If there is still no signal being sent to either the monitor or the projector, press the space bar, enter key, or click the mouse to verify the PC is not in sleep mode.
4. If not in sleep mode, open the teacher's station and look for the VGA switch box. It should have a red light on input 1 for the PC or input 2 for a laptop. If the incorrect input is indicated, push the appropriate button to change to your desired input and make sure you notify the helpdesk after class as there is something wrong with the connection to this box.
5. For laptops, follow steps 1 – 4 and make sure the VGA output is active using the hot keys on the laptop keyboard (Fn+F8 on Dells). The hot keys will normally scroll through the different outputs one at a time (in order from laptop only, laptop + external, and external only) so you may have to hit the hot keys several times to be on your desired output.
6. Call the Helpdesk



VGA Switch Box

I am having trouble with video output from the Doc Cam

1. Verify both the doc cam and projector is turned on (last Page).
2. Verify the VGA switch box has a red light on input 3
3. Verify the source is set to camera, if not use the source button to scroll through the sources (yellow arrow).
4. If still not working, verify that the output is set to RGB if not you may have to call the helpdesk (red arrow).
5. call the helpdesk



Doc Cam



VGA Switch Box

I am having trouble with the video output from the DVD/VCR

1. Verify both the amp and projector is turned on. The DVD/VCR should power on when the media is loaded.
2. If everything is turned on press either the DVD or VCR function on the touch panel.
3. If it is still not working, verify the amp display reads DVD/VDP.
4. If it does not you may manually change the source on the amp using the picture below as a guide.

Note: If you must do this please call the helpdesk once class is over because something is wrong with the connection from the Touch Screen to the amp. If you are still having problems you will have to contact the helpdesk.



Amp

Smart Slate issues

The slate will not stay powered on.

1. The PC has to be powered on first or the slate will only stay on for a few seconds. There should be a blue light from around the power button on the slate if it is powered on (yellow Arrow).
2. The battery could be dead and you will have to plug in the AC adaptor; the plug is located on the right hand side of the slate (Red arrow).
3. If the pc is on and the AC adaptor is plugged in then the Bluetooth receiver has been unplugged, disabled, or stolen and you will have to contact the helpdesk



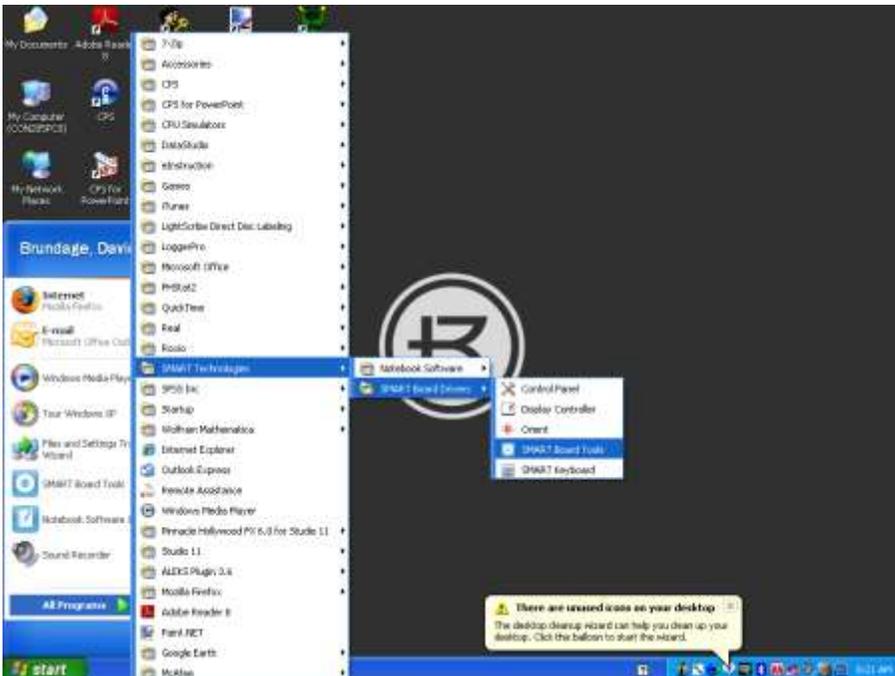
SMART Slate with Mouse

I am having trouble using the wireless mouse

Since the mouse has no transmitter of its own, the gray mouse that is in the drawer with the SMART slate can only be used with the slate acting as a mouse pad.

I am having trouble using the pen to write or draw, it will only mouse

Since many instructors did not liking having the SMART tools overlay on screen at all times, you will have to start it manually by going to Start, All Programs, SMART Technologies, SMART Board Drivers, and then double click SMART Board Tools



How do I determine if the device's I wish to use are powered on?

Master Power

The switch on the main power bar in the teacher station will be glowing with an orange light (yellow arrow). Please do not turn this device off.



Amp

There will be a green Light around the power button when on. When off there will be a red light (yellow arrow). When the amp is on there should also be some sort of read out on the display (red arrow). Please note there is a master power button on the amp (blue arrow); if it is turned off there will be no lights at all on the amp. Please do not turn off the master power.



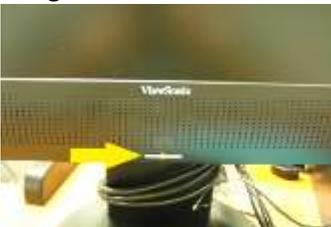
PC

There will be at least one green light near the power button (yellow arrow)



Monitor

There will be an amber light if it is on and in power save, a green or blue light if it is on and is actively getting a signal, or no light if the monitor is off.



Doc Cam

There will be a blue light around the power button (yellow Arrow) as well as other blue lights. If it is off there will be an amber light around the power button only



Projector

You will hear the fan running and should see an image or blue screen within a minute and/or light coming out of lenses of the projector

