

# Trouble Shooting Quick Reference (Sedgwick/Van Ackeran)

## 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.



Screen Shot

Volume bar

(All Devices)

1. Tap the desired function again on the Touch Panel.
2. Tap the unmute button on the Touch Panel
3. Tap the volume up button on the Touch Panel multiple times to until you have audio and it is at the desired level.
4. Call the Helpdesk.

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

1. Verify the projector is turned on. The DVD/VCR should power on when the media is loaded.
2. If everything is turned on and loaded, press either the DVD or VCR function on the Touch Panel again and then press play.
3. If it is still not working, call the Help Desk.

### **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 and/or the projector, press the space bar, enter key, or click the mouse to verify the PC is not in sleep mode.
4. Verify there is either a red light (power off) or green light (power on and set to VGA out) on the doc cam (yellow arrow). If green, press the PC button on the doc cam and please call the Help Desk after your class as there is something wrong with the connection between the control system and the doc cam.
5. For laptops, follow steps 1 – 3 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 Help Desk.



### **I am having trouble with video output from the Doc Cam**

1. Verify both the doc cam and projector are turned on (last Page).
2. Verify the source is set to camera. If not press the camera button to select the internal camera (yellow arrow).
3. Verify the status indicator is green and not orange (red arrow). If it is orange you will need to call the Help Desk.
4. Call the Help Desk.



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

4. Verify the projector is turned on. The DVD/VCR should power on when the media is loaded.
5. If everything is turned on, press either the DVD or VCR function on the Touch Panel.
6. If it is still not working, call the Help Desk.

## 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 Help Desk.



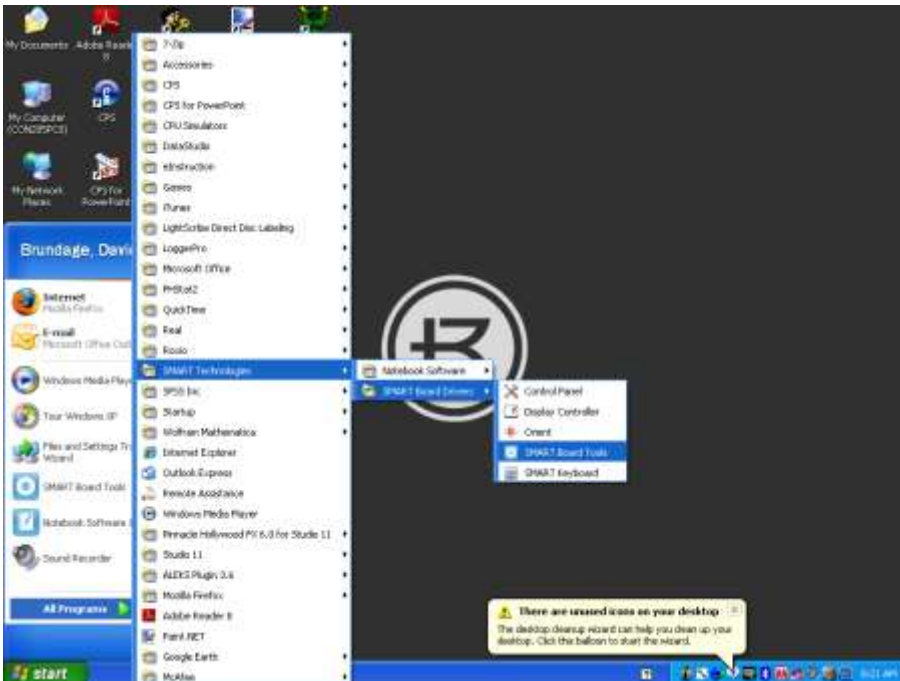
SMART Slate with Mouse

### 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's station will be glowing with an orange light (yellow arrow). Please do not turn this device off.



### 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

If powered on, there should either be a green light or an orange light on the status indicator and when it is off there will be a red light (yellow arrow)



### 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.