

End User FAQ/Troubleshooting; Basic Technology Equipped Classroom:

1. The projector will not turn on.

- A. Check the lights on the projector itself. If a RED or ORANGE light is on, the projector may still be in “standby” mode. Lamp, Temperature, and Filter errors can also cause the projector to shut down (or not power up at all). There are LAMP, TEMP, & FILTER lights on the projector to indicate any such issues.
 - i. **If the projector lamp has blown (Gone Out).**
 - 1. If class is about to start and students will be impacted call 928.776.2168 and listen for Option 1.

2. The installed computer will not turn on.

- A. It is possible that the previous user of the machine did not shut the system down properly and the unit has either booted into an imaging console, or the system simply lights up as though it is booting but does not actually boot. For either of these issues, simply turning off the machine by holding down the power button then rebooting usually solves the problem.

3. The projector is ON but I cannot see anything on the screen.

- A. If the Green light is on at the projector, the projector is in fact on. If there is no projected image,
 - i. Verify that your input source is selected correctly and powered on. For example, if the Document Camera is selected but the Document Camera is not ON, no image will be projected.
 - ii. Check to see if the image is in BLANK or FREEZE mode. This should be indicated on the control pad with a flashing light under either the FREEZE or BLANK buttons. However, it is possible for these indicators to fall out of sync. “FREEZE” will be indicated on the screen if the projector is in FREEZE mode.
 - iii. Verify if images are visible with any other sources. For example, can you see the image from the installed computer but not from the doc cam?

4. I can't play a DVD in the installed presentation computer.

- A. Try to “Right-Click” on the DVD drive in “My Computer,” Select “Play” or “Play With” (and choose Windows Media Player). Depending on the machine’s image, Windows Media Player may not be set to auto-play. In fact, WMP may not be set as an associated playback option at all. It may be necessary to find the program shortcut in the “Software For My Courses” folder, open the program, and then start the DVD. If the shortcut cannot be found, it may be necessary to contact the YC Help Desk for further assistance.

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5. I have no sound from the system.

- A. Determine that the proper source is selected, verify that the “Sound Off” button (mute) on the keypad is not active, and try ramping up the volume on the keypad.
 - i. If the installed computer is the source, try rebooting the machine. This usually solves the issue. If not, a previous user may have adjusted the PC’s volume output levels – check these levels via the volume control icon or the computer “control panel”
 - ii. If the computer can play back audio sources from the internet but not via Windows Media Player, verify the volume settings in WMP.
 - iii. If an auxiliary source is selected, verify that all cables are properly connected and that any volume adjustments at the device are not muted or turned down.

6. The keypad buttons do not respond.

- A. If tech support has remote access to the Crestron, a device reset can be performed. This often resolves such issues. The user may also try bringing up the virtual keypad (XPanel) by opening an Internet Explorer window and typing the appropriate address into the browser’s address bar. Currently, the naming scheme for most spaces is “room#”.crestron.yc.edu
 - i. For example, to access the XPanel in room 19-225 (Prescott Campus), the user would enter **19-225.crestron.yc.edu** into the address bar of an Internet Explorer browser window.

7. I don’t know how to use the system.

- A. Users can be walked through the Control System Guides (cheat sheets); training sessions will need to be scheduled with on-site staff.
 - i. Please Visit; Classroom Technology Guides on the YC website.

8. The batteries are dead in my microphone.

- A. Users should NEVER replace batteries in installed microphone systems. Some systems do not even have user replaceable batteries. Those that do require special batteries – **standard batteries could explode if connected to the installed charging system.** These reported issues should be escalated to on-site staff.

9. My PowerPoint “clicker” does not work.

- A. In most cases, the battery has simply died. These devices take standard, AAA batteries. The user should turn the “clicker” off, replace the batteries, and re-start the device. The transmitter (handheld “clicker”) should automatically pair with the receiver installed at the back of the lectern PC.

**Other common trouble calls such as missing cables, missing clickers, complete hardware failure (switchers, scalars, lamps, projectors, computers, etc), and others will need to be addressed by on-site staff.