

Yavapai College – Presentation Technology Support Services

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. 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 VLC). Call the help desk if you can't find VLC - should be a short cut on the desktop. If the shortcut cannot be found, it may be necessary to contact the YC Help Desk for further assistance.

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. Try rebooting the machine. This usually solves the issue. Check these levels using the speaker icon in the lower right hand corner.
 - ii. Try playing a video in youtube through google chrome or firefox - verify the sound works from the internet, but not from your dvd.
 - iii. Check that VLC isn't muted.

6. The keypad buttons do not respond.

- A. Call IT - they may need to re-start the entire system.

7. The batteries are dead in my microphone.

- A. Users should NEVER replace batteries in installed microphone systems - call IT.