Classroom iMac and Projector Troubleshooting Guide

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PROBLEM: Computer image not displayed on projector

(Projector displays "NO INPUT" message)

POSSIBLE CAUSE #1: The projector is not powered on.

- **SOLUTION:** Verify that the projector is powered on. See the solutions in the "Projector does not power on" section above for more information.

POSSIBLE CAUSE #2: The computer is not properly configured to send the video signal to the projector.

- **SOLUTION A (for the Classroom iMacs):**
  - **macOS:** Open System Preferences, click Displays, then click the "Detect Displays" button.
  - **Windows:** Manually configure the video settings to send the video signal to the projector:
    - **Detect the projector** using the NVIDIA Control Panel.
      1. Right-click on the desktop and select the NVIDIA Control Panel menu option.
      2. Click on "Set up multiple displays".
      3. Click "My display is not shown in the list..."
      4. Click the "Rigerous Display Detection" button.

    - **Change between "clone" and "extended desktop" view:**
      (NOTE: In order to use PowerPoint's Presenter View (aka. Presenter Tools), you must configure the video settings and display arrangement to use the "Extended Desktop" or "Dual View" setting rather than the "Clone" or Mirror" setting.)
      1. Right-click on the desktop and select the NVIDIA Control Panel menu option.
      2. Click on "Set up multiple displays".
      3. Click the "Clone" setting to display the same image on the computer and the projector,
      4. Click the "Horizontal Span" setting to extend the desktop onto the projector screen.
         (This setting is necessary when using the Presenter View or Presenter Tools in PowerPoint.)
    - **Set the resolution (if necessary):**
      1. Right-click on the desktop and select the NVIDIA Control Panel menu option.
      2. Click on the Profiles menu, select Load...
      3. Select the profile with the desired resolution (1024x768 generally works best) then click Open.
      4. Click Yes to confirm loading the video profile.
- **SOLUTION B (for the Classroom iMacs):** Leave the projector powered on and restart the computer. The image should display on the projector after the computer finishes restarting. If the image still does not appear on the projector, check the video cable connections and repeat the steps in SOLUTION A above.

- **SOLUTION A (for user's personal computers):**
    - **macOS:** Open System Preferences, click Displays, then click the "Detect Displays" button.
      (HINT: Check the "Show displays in menu bar" check box to add a shortcut to the Displays preferences settings to the menu bar.)
    - **Windows:** Manually configure the video settings on your laptop to send the video signal to the projector:
        - **Clone the computer display on the projector:** Configure using 3rd party display properties panel:
          1. Right-click on your desktop, select the advanced configuration utility for your computer's video adapter if present. If the a link to the utility does not appear in the context menu, follow the steps below to open the configuration utility.
             1. Right-click on your desktop, select Properties, click on the Settings tab.
             2. Click the Advanced button, then click on the configuration tab for your video adapter (usually the upper-right tab).
             3. Select the appropriate configuration panel.
          2. Select the display mode:

    - Select "Clone" or "Mirror" to display the same image on your computer and the projector.
    - Select "Extended Desktop" or "Dualview" to extend your desktop to the projector.

  (NOTE: Use this setting if you use the "Presenter View/Tools" in PowerPoint.)
3. Configure the Primary and Secondary displays so the presentation displays as desired.
   (NOTE: You may need to change the resolution on the projector and/or your computer in order for the image to display properly.)

- **SOLUTION B (for user's personal computers):** Leave the projector powered on and restart the computer. The image should display on the projector after the computer finishes restarting. If the image still does not appear on the projector, check the video cable connections and repeat the steps in SOLUTION A above.

POSSIBLE CAUSE #3: The projector is set to an incorrect video mode.

- **SOLUTION A:** The video mode on the projector should be set to "Computer" or "Comp". Open the small door on the remote and press the "comp" button to cycle through the video modes on the projector until the desired video mode appears in the upper-right corner of the projected image.
- **SOLUTION B:** Press the "Source" button on the bottom of the projector to cycle through the video modes until "computer" displays on the projector screen.

POSSIBLE CAUSE #4: The computer is not detecting the projector (and therefore, is not sending video signal).

- **SOLUTION:** If your computer does not detect or send video signal to the projector after you have configured your video settings as described above, try the following procedure:
  1. Leave the projector powered on.
  2. Disconnect the video cable from your computer.
  3. Shut down your computer.
  4. Connect the video cable to your computer.
  5. Power on your computer.

PROBLEM: Projector does not power on

POSSIBLE CAUSE #1 The remote is not powered on.

- **SOLUTION:** Move the power switch (labeled R/C) on the right side of the remote to the "ON" position. Press the "Power" button on the remote to turn on the projector. (PLEASE! Make sure to turn the remote OFF when you are done using it.)

POSSIBLE CAUSE #2: The batteries in the remote may need to be replaced.

- **SOLUTION:** Replace the batteries in the remote. Batteries can be obtained from the IT Services Help Desk Cubicle (Rm 203 Admin Offices) or from the Front Office staff.
- **WORKAROUND:** Press the "Power" button on the bottom of the projector to turn the projector on without using the remote.

PROBLEM: Empty desktop appears on projector (no icons, menu, task bar, dock, etc.)

POSSIBLE CAUSE: The video configuration is set up to extend the desktop onto the projector. (rather than mirrored/cloned)

- **SOLUTION:** Change the video configuration from "extended desktop" to "clone" view. Follow the procedure for changing between "clone" and "extended desktop" view outlined in the "Computer image not displayed on projector" section above.

PROBLEM: No sound/audio

POSSIBLE CAUSE: The audio/video system is not turned on.

- **SOLUTION:** The iMacs in the classrooms are capable of playing audio through the computer's built-in speakers or through the audio system in the classroom. The audio systems in the classrooms are routed through the projectors. The projector must be powered on in order to route the sound through the speaker system. If you want to play audio through the audio system in the room make sure the projector is powered on and that the audio cable is connected to the *headphone* jack on the back of the iMac and the Xtron box in the classroom. If you require assistance with the audio setup for your presentation, please submit an IT Help Desk Ticket.

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