## Troubleshooting tips for common seminar room technical difficulties

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<th>Issue</th>
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<td><strong>Laptop connection to Crestron system</strong></td>
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| **Laptop projecting video, no picture shows** | 1. Check Crestron touch-screen: Is "Video Mute" selected? If so, touch button to de-select.  
2. Restart Crestron system [red “Home” button > Shut Down].  
3. Try switching connection buttons between VGA (sometimes labelled RGB) and HDMI / DVI.  
4. Check laptop projection display settings. Crestron system might not recognize screen display settings.  
   i. Check settings for mirrored/duplicate or extended displays. If extended, windows can be virtually extended to one side of the screen [top, bottom, left, or right sides are possible] by dragging active window to selected side. |
| **Laptop projecting video, no sound playing** | 1. Check volume levels on laptop and on Crestron touch screen. Ensure nothing is muted.  
2. Check laptop connection:  
   i. VGA connection needs audio cable plugged into headphone jack.  
   ii. HDMI connection carries audio & video on the same cable - do not plug audio cable into headphone jack.  
   iii. If a Mac laptop: there is a known issue with the seminar rooms and HDMI sound. Switch to VGA for video, with audio cable in headphone jack.  
3. Enter sound settings [Control panel > Sound for PC; System Preferences > Sound for Mac]. Verify sound source selected and test alternatives listed. |
| **DVD player** | 1. DVD player – tray won’t open: Press eject button. If tray moves at all, *gently* pull it out manually. |
| | DVD playing sound, not video: 1. Check Crestron touch-screen: Is "Video Mute" selected? If so, touch button to de-select.  
2. Restart Crestron system [red “Home” button > Shut Down]. |
| | DVD – sound is too quiet: Check volume on Crestron touch-screen, boost volume as necessary. |