

Troubleshooting tips for common seminar room technical difficulties

	Issue	Possible solutions
Laptop connection to Crestron system	Laptop projecting video, no picture shows	<ol style="list-style-type: none"> 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. <ol style="list-style-type: none"> 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	<ol style="list-style-type: none"> 1. Check volume levels on laptop and on Crestron touch screen. Ensure nothing is muted. 2. Check laptop connection: <ol style="list-style-type: none"> 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	DVD player – tray won't open	Press eject button. If tray moves at all, *gently* pull it out manually.
	DVD playing sound, not video	<ol style="list-style-type: none"> 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.