

Troubleshooting tips for common Seminar Room technical difficulties

To speak to someone about the problem:

- Use the phone located in this seminar room, using the “Audiovisual Systems Help” button, to contact IT Services directly
- Or use a cellphone to call IT Services: **(514) 398-3398**

To troubleshoot on your own:

	Issue	Possible solutions
Laptop connection to Crestron system	Laptop shows video, but no picture appears on projection screen	<p>Mac or PC laptops</p> <ol style="list-style-type: none"> 1. Check Crestron touchscreen: un-toggle "Video Mute" 2. Try switching connection buttons between VGA (sometimes labelled RGB) and HDMI/DVI 3. Restart Crestron system [Red “Home” button > Shut Down] 4. Check the laptop projection display settings: <ul style="list-style-type: none"> • Mac laptops: Go to System Preferences > Displays Mirrored displays = what you see on the laptop should be the same as what is projected • PC laptops: Go to Settings > System > Displays Duplicate displays = what you see on the laptop should be the same as what is projected • Mac or PC laptops: Extended displays = windows can be virtually extended to one side of the screen (top, bottom, left or right sides are possible) by dragging the active window to the selected side
	Laptop and projection screen show video, but no sound is playing	<ol style="list-style-type: none"> 1. Check the volume levels on the laptop and the Crestron touchscreen. Ensure nothing is muted. 2. Check laptop connection: <ul style="list-style-type: none"> • VGA connection needs audio cable plugged into headphone jack • HDMI connection carries audio & video on the same cable - do not plug audio cable into headphone jack • For Mac laptops: there is a known issue with the seminar rooms and HDMI sound. Switch to a VGA connection for video, with audio cable in headphone jack. 3. On the Crestron touchscreen: Try switching connection buttons between VGA (sometimes labelled RGB) and HDMI/DVI 4. Restart Crestron system [Red “Home” button > Shut Down] 5. Enter laptop sound settings (PC: Control panel > Sound; Mac: System Preferences > Sound). 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 displaying video	<ol style="list-style-type: none"> 1. Check Crestron touchscreen: un-toggle "Video Mute" 2. Restart Crestron system [Red “Home” button > Shut Down]
	DVD - sound is too quiet	Check volume on Crestron touchscreen, boost volume as necessary.