

# Classroom Technical Helpbook



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Classrooms  
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**We're here to help...**

# Computer

## 01 Section 1

### Computer

#### How do I install my own software on the classroom computer?

- Call **Classroom and Multimedia Services** for permission and instructions.  
**797-6666**

- **Note:** Computers in the classroom are reset at the beginning of each semester. Any software not typically on the classroom computers will be taken off. If you install your own software, you will have to reinstall it at the beginning of each semester.

■ **For technical support call 797-6666!**

### Computer

#### The computer is not on.

- If the screen says “No Signal” or is blank, make sure the computer has been turned on.
- To turn the computer on, hit the power button on the computer base under the desk.
- Double check that the “PC” button has been selected on the Crestron Panel.

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### Computer

#### How do I install my own software on the classroom computer?

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- **Note:** Computers in the classroom are reset at the beginning of each semester. Any software not typically on the classroom computers will be taken off. If you install your own software, you will have to reinstall it at the beginning of each semester.

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# Laptop

## 02 Section 2

### Laptop

#### Windows Computer

## How do I hook my laptop to the projector?

- Plug the VGA cord into the 15-pin connector on your laptop.



- Select "Laptop" on the Crestron Panel.

#### *If laptop does not properly connect:*

- Turn the computer and projector off.
- Turn the projector on first and then turn the computer on.
- Hold down the function (Fn) key on your laptop and press F8 or the function key that gives you dual screen on your computer.
- Set your laptop screen resolution to 1024 X 768.
  - Under computer properties choose the "Settings" tab.
  - Drag the screen resolution bar to 1024 X 768.

■ For technical support call 797-6666!

### Laptop

#### Macintosh Computer

## How do I hook my laptop to the projector?

- Plug the VGA cord (not provided) into the separate Mac DVI connector. Plug the other end of the connector into the Mac laptop.



- Select "Laptop" on the Crestron Panel.

#### *If laptop does not properly connect:*

- Turn the computer and projector off.
- Turn the projector on first and then turn the computer on.
- Turn on "Mirroring" on your laptop.

■ For technical support call 797-6666!

### Laptop

#### Laptop

## How do I hook my laptop's audio to the room audio?

- Connect the sound cord found on the desktop into your laptop's speaker connection.



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## Laptop

### Windows Computer

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## Laptop

### Laptop

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# Projector

## 03

### Section 3

## Projector

EIKI

### The projector will not turn on.

- Press\* the “Projector On” Crestron Panel button and *wait*. The projector takes at least 30 seconds to turn on.
- If the “Projector Mute On” Crestron Panel button is selected, select the “Projector Mute Off” button and *wait 30 seconds*.
- Press the “Projector Off” button to completely shut down the projector. Wait until the LED’s on the projector have stopped flashing after the projector turns off before pressing the “Projector On” button.

#### *Projector Status Lights: (found on bottom of projector)*

- **Red** and **Green** lights on: Projector is ready to be turned on.
- **Orange** light on: Projector lamp needs to be replaced soon contact **Help Desk**.
- **Red Warning Temperature** light on: Projector needs to cool. Turn the projector off and wait.

■ **For technical support call 797-6666!**

## Projector

EIKI

### The projector shows a blue screen.

- Double check that the input source is selected on the Crestron Panel. (i.e. computer, laptop, DVD)
- If using your own laptop, double check that the cords are all tight and connected correctly.
- Make sure all equipment involved has been turned on.
- Does the source show on the desktop screen?
  - If *yes*, then it is a problem with the projector.
  - If *no*, then it is a problem with the source equipment.
  - Call **Classroom and Multimedia Services** for assistance **797-6666**.

■ **For technical support call 797-6666!**

## Projector

EIKI

### The projector is dim.

- Turn off the front room lights and close the window shades.

#### *If projector is still dim -*

- “Power Save” may be on. The projector is only using half of its bulb capacity.
- Call **Classroom and Multimedia Services** for assistance **797-6666**.

■ **For technical support call 797-6666!**



## Projector

EIKI

### The projector is out of focus.

- Call **Classroom and Multimedia Services** at **797-6666** for assistance.

■ For technical support call 797-6666!



## Projector

EIKI

### The image isn't square on the screen.

- Call **Classroom and Multimedia Services** at **797-6666** for assistance.

■ For technical support call 797-6666!



## Projector

EIKI

### The remote control doesn't work.

\*\*A remote control is not available in all classrooms.

The projector infrared receiver and the fluorescent lights found in classrooms can interfere with each other.

- Turn off the lights in the room and then try the remote control.
- Or find a receptor on the projector that is not near a fluorescent light.
- Check the batteries. If you can see the infrared laser from the remote when pointed at the whiteboard, the batteries are okay.
- If you cannot see the infrared laser, the batteries need to be replaced - call **Classroom and Multimedia Services 797-6666**.

■ For technical support call 797-6666!

# Projector

## 03 Section 3

### Projector

NEC

#### The projector will not turn on.

- Press\* the “Projector On” Crestron Panel button and *wait 30 seconds*. The picture will start to fade onto the screen.
- If the “Projector Mute On” Crestron Panel button is selected, select the “Projector Mute Off” button and *wait 30 seconds*.
- Press the “Projector Off” button to completely shut down the projector. Wait until the LED’s on the projector have stopped flashing after the projector turns off before pressing the “Projector On” button.

#### Projector Status Lights: (found on bottom of projector)

- **Power Light - Steady Green:** Projector is on
- **Power Light - Orange:** Projector is off, but ready
- **Status Light - Blinking Green:** Projector is warming up shutting down
- **Status Light - Steady Green:** Projector is on

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### Projector

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  - If yes, then it is a problem with the projector.
  - If no, then it is a problem with the source equipment.
  - Call **Classroom and Multimedia Services** for assistance **797-6666**.

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### Projector

NEC

#### The projector is dim.

- Turn off the front room lights and close the window shades.

#### If projector is still dim -

- “Power Save” may be on. The projector is only using half of its bulb capacity.
- Call **Classroom and Multimedia Services** for assistance **797-6666**.

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## Projector

NEC

### The projector is out of focus.

- Turn the dial surrounding the lens on the projector to adjust the focus level.



Projector Focus

- For technical support call 797-6666!

## Projector

NEC

### The image isn't square on the screen

- Call **Classroom and Multimedia Services** at **797-6666** for assistance.

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## Projector

NEC

### The remote control doesn't work.

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- Turn off the lights in the room and then try the remote control.
- Or find a receptor on the projector that is not near a fluorescent light.
- Check the batteries. If you can see the infrared laser from the remote when pointed at the whiteboard, the batteries are okay.
- If you cannot see the infrared laser, the batteries need to be replaced - call **Classroom and Multimedia Services 797-6666**.

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# Document Camera

## 04 Section 4

### Document Camera

#### My document screen is dim.

- Using the “Lamp” button, change the source light. You can switch between “upper” for opaque paper and “base” for transparencies.
- Adjust the Iris level using the + and - buttons.
- Adjust the aperture by turning it off and on.



*For technical support call 797-6666!*

### Document Camera

#### The document camera is out of focus.

- Press the AF (Auto Focus) button on the camera base to automatically adjust the focus.
- Make sure “Zoom” is all the way out.
- Change the lamp source by pressing the “Lamp” button until the image is clear.



■ *For technical support call 797-6666!*

### Document Camera

*Samsung*

#### The monitor shows “No Ext 1 Sync” or “No Ext 2 Sync”

- Press the *INT/EXT* button on the camera base until screen shows the source document.
- Camera should be on “Internal.”



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## Document Camera

Samsung

### The monitor shows “No Ext 1 Sync” or “No Ext 2 Sync”

- Press the **INT/EXT** button on the camera base until screen shows the source document.
- Camera should be on “Internal.”



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## Document Camera

Samsung

### How do I zoom?

- Use the “Zoom” in and out buttons to adjust the zoom on your document.



■ For technical support call 797-6666!

## Document Camera

Samsung

### How do I turn the document camera on?

- Make sure “Document Camera” has been selected on the Crestron Panel.
- Press the “power” button\* on the camera base. This button may be located on the back or side of the base instead of on top.
- Check the plugs on the back of the camera. Are they secure?



■ \*A **green light** indicates that the power is on.

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## Document Camera

Samsung

### My document screen is dim.

- Using the “Lamp” button, change the source light. You can switch between “upper” for opaque paper and “base” for transparencies.
- Adjust the Iris level using the + and - buttons.
- Adjust the aperture by turning it off and on.



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**How do I play a DVD?**

- On the Crestron Panel select the DVD button.
- Insert your DVD into the player\*.
- Use the Crestron Panel controls (if available) or DVD player controls to play your DVD. (Some classrooms may have a remote control.)

**DVD Player** 05  
Section 5

- \*Double check that the DVD player is on!

■ **For technical support call 797-6666!**

# Room Volume

## 06 Section 6

## Room Volume

### Room volume will not turn on.

- Double check that the “Mute” button near the volume controls on the Crestron Panel has NOT been selected. If the box is black - deselect it.
- Use the Up and Down controls to adjust the volume level. The level may be too low.
- Make sure the computer volume has not been muted. On your computer task pane, select the volume control icon\*. Make sure the “Mute” check box is deselected. Adjust the volume level on the computer if needed.
- \*If the volume icon is not on your task pane, select Start>Control Panel> Sounds and Audio Devices. Deselect the “Mute” check box and adjust the volume level.

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## Room Volume

### How do I mute the room volume?

- On the Crestron Panel select the “Mute” button near the volume control.

■ **For technical support call 797-6666!**

# USB

## 07 Section 7

### USB

## How do I connect to a USB port?

- A USB cable connection\* is located near the desktop computer.



- If the USB cable is not on the desktop, it may have fallen into the cable hole near the monitor. Look in the cable hole, and pull the USB port back onto the desktop.
  - If the cable is not there or is not working properly, call **Classroom and Multimedia Services** at **797-6666**.
- \*This connection is used for thumb and jump drives.

■ **For technical support call 797-6666!**