

General Room and Media Cart Troubleshooting

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Instructional Technology and Media Services

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INTRODUCTION

This document is a collection of text and images relating to problems commonly encountered in the enhanced classrooms, presentation spaces, and portable media carts. Steps are included to correct the error conditions without having to call for an Instructional Technologist. Certainly, call the Helpdesk at 629-0479 should you still need assistance. Please describe the condition as accurately.

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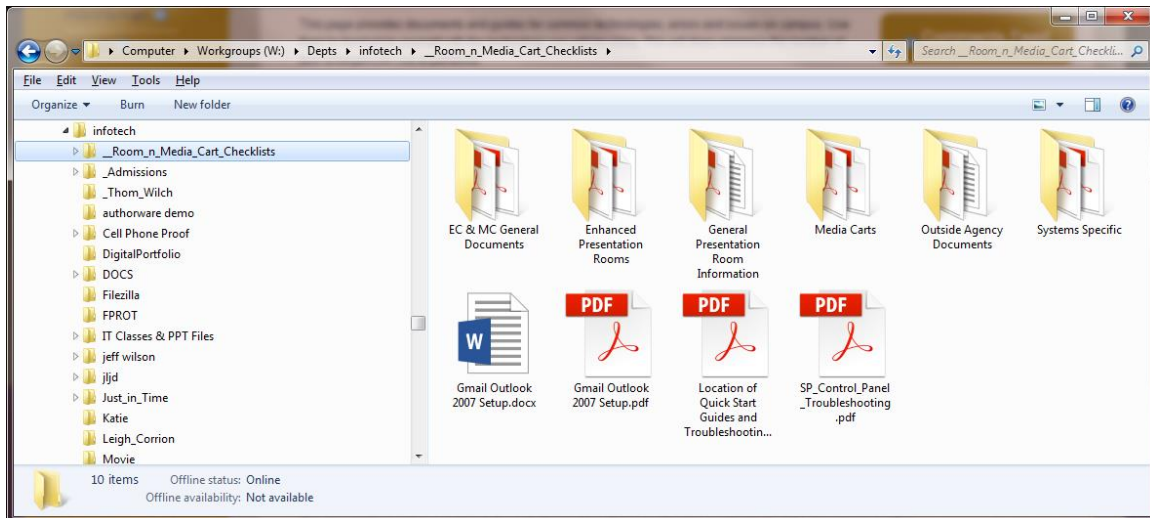
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TROUBLESHOOTING PROCEDURES

In general, troubleshooting techniques for enhanced classrooms and media carts are similar, but media carts are more open to tampering by presenters. For this reason, the two are separated in this document. A PDF copy of this document is located on the W drive under the INFOTECH department. The folder is the first in the list.



QUICK START CHECKLISTS

Most if not all enhanced classrooms and media carts have had Quick Start Checklists (QSC) prepared for them with photographic representations of the equipment. These are all located on the W drive shown above.

PREVENTIVE MAINTENANCE TASKS

Preventive maintenance detects and corrects many of the common problems associated with enhanced classroom and media cart operations.

ROOM CHECKS

- Operational check of devices
 - VCR ○ DVD
 - VCR/DVD Combo ○ PC
 - Visualizer
 - RF Remote
 - Audio Cassette Deck
 - CD Player ○ Laserdisk
 - PC Guest port
 - AV Guest port
 - 35mm projectors
- Clean projector filters
- Clean lecterns in general

- Write up any work orders
- Inventory equipment

SP Control Panel Network Settings

See SP Configuration screen captures for detailed settings in each room.

- Novell Login: 147.124.9.70
- Network IP: 147.124.95.xxx □ Time Server: 129.6.15.28

MEDIA CARTS

- Check wiring on carts □ Speaker going to switcher
- Operational check of devices
 - VCR o DVD
 - VCR/DVD Combo o PC
 - Visualizer
 - RF Remote
- Clean projector filters
- Clean cart in general (Math carts have lots of chalk dust)
- Write up any work orders
- Inventory equipment

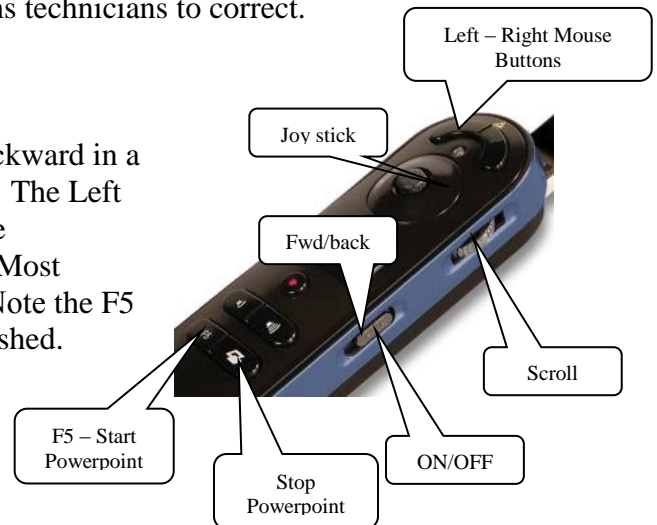
Not all devices and configurations are the same from station to station.

PRESENTER'S REMOTE PROBLEMS

KEYSPAN WIRELESS MOUSE ERRORS

The KeySpan wireless presenter's remotes are often found to be not working. The steps listed below are for faculty to immediately fix. Some of the later steps are down to those which require Instructional Technology or Systems technicians to correct.

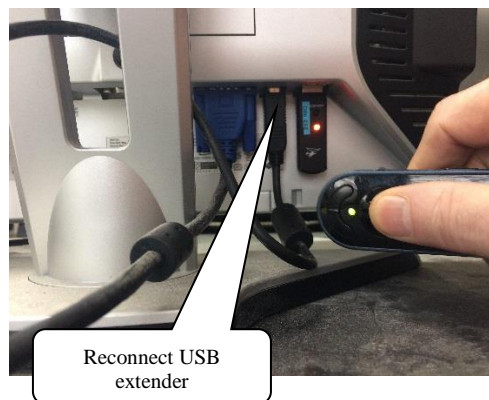
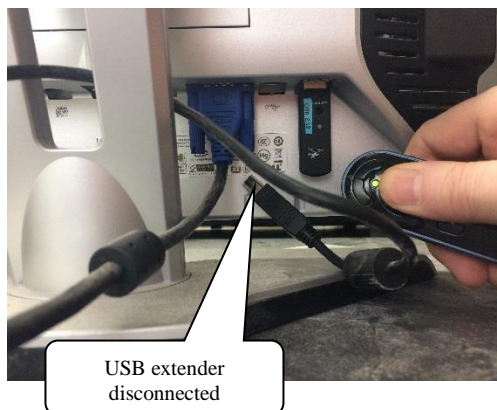
Use the FWD/Back keys to move forward and backward in a presentation without using the PowerPoint Menu. The Left and right mouse buttons at the top still activate the PowerPoint menu for more presentation control. Most lecterns have the new KeySpan presenter's tool. Note the F5 key to start PowerPoint files. Turn OFF when finished.



My KeySpan Wireless Mouse Doesn't Work

1. The unit may be OFF – turn it ON
2. The USB extender cable may be disconnected (see pictures)
 - a. Reinsert USB extender cable
 - b. Check if working
3. Batteries may be dead - REPLACE
4. The Windows driver files may have dropped
 - a. Remove receiver
 - b. Restart computer
 - c. Reinsert receiver
 - d. Wait for drivers to reload, may take a while
5. The receiver may be missing – contact IT (w/Bldg, Rm, live class?)
6. The USB port may be dead – contact IT (w/Bldg, Rm)

With the USB extender cable disconnected, the receiver will not flash amber as in the second picture. Reconnect and use the joystick to test for presence of both lights – this indicates the driver is still working and the mouse should work.



REMOTEPPOINT RF WIRELESS MOUSE NOT RESPONDING

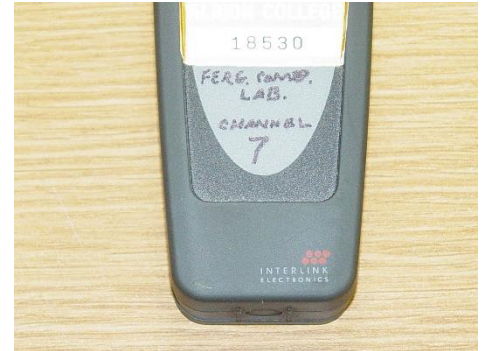
Cause:

This problem is caused most of the time as a result of the mouse being dropped on the floor or heavily bumped. This returns the mouse to the default channel - #1.

Corrective action:

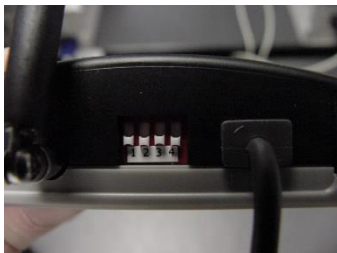
Determining the Frequency

Most of the wireless mice have been marked with the room and assigned channel number. Media carts have not been marked with the channel numbers because they are frequently moved from room to room. The images and text below describe the method of locating the required channel for a media cart mouse.



Setting the Frequency

To restore mouse operation, the frequency must be returned to the assigned channel. The instructions for doing this are printed next to the switch in both the receiver and the keyboard (if present) units. For the receiver and keyboard, this is simple. There is a four-element switch shown here with the table of settings for both of them. Set the switches as required. For example, you decide



to use frequency 8. Remove the batteries from the keyboard unit – the switch is underneath them. Set the switches as shown for frequency 8.

The switch for the receiver is on the back edge. The table for the receiver is printed on the bottom of the device. You have to set the receiver, keyboard and pointer to the same settings



The remote pointer does not have a bank of switches and requires manipulation of the buttons to make the change. Press the left and right buttons above the mouse button and hold them down for 10 seconds. The lights then flash. For frequency settings 1, 2, 3, or 4, just press the number on the keypad. For frequencies 5, 6, 7, and 8, press the left and right buttons above the mouse button and hold them down for 10 seconds. When the lights flash, press the laser button, then select button '1' for frequency 5, '2' for 6, '3' for 7, and '4' for 8. The pointer retains this setting until the batteries drain or are removed.



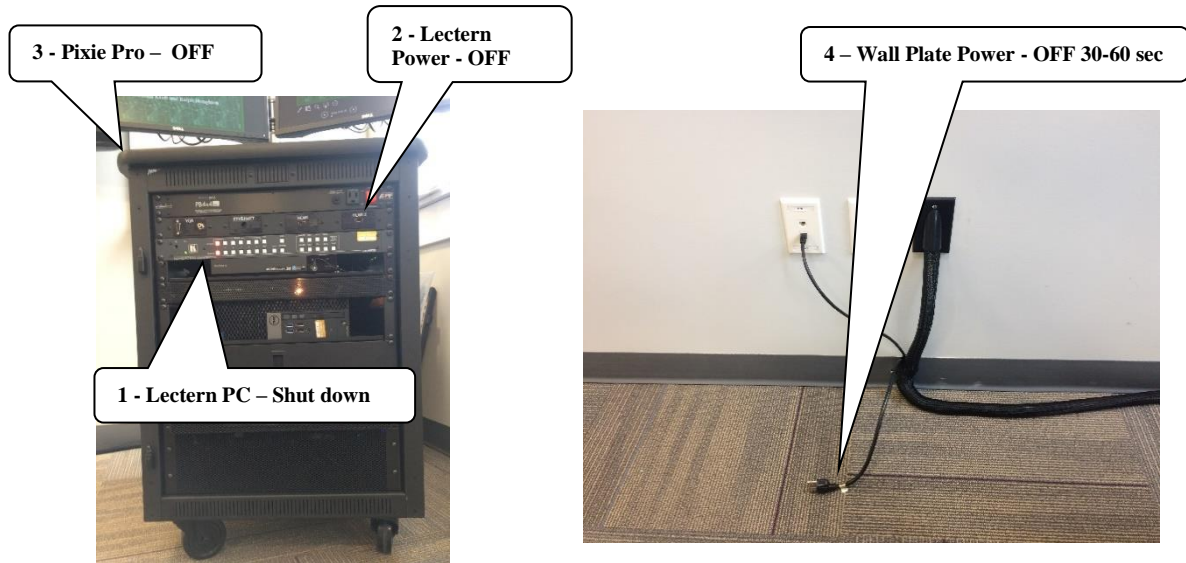
Should you experience problems with unintended movement of the cursor, you need to contact Instructional Technology (0962) or the Help Desk (0479) for resolution of the problem.

ENHANCED CLASSROOM PROBLEMS

DISPLAY ERROR – ONE OR THE OTHER TV OFF, CAN'T GET TO TURN ON



Currently only found in Ludington Center, Ludington 113 or 217.



Steps to Correct

1. Shut down the computer
2. Pixie Pro - OFF
3. Red power button – OFF
4. Pull wall plate power – 30-60 seconds
5. Plug back in
6. Restart system by the QSC steps

PARTIAL PROJECTOR IMAGE PROBLEM



The partial computer image shown here is only found on Epson projectors. The simplest way to correct this is to switch to another source (DVD/VCR), then back to COMPUTER.



Try this first, then call the HelpDesk at 0479 or Instructional Technology at 0962 for further assistance.

COMPUTER IS ON, BUT NO IMAGE OR AUDIO

Cause:

This happens primarily in the science complex. About half of the rooms have computers connected to an independent power outlet. The rest are turned on and off at the rack power button (big square red button – upper right).

Corrective action:

Check power button – ON.



COMPUTER IS ON, BUT NO IMAGE OR AUDIO

Cause:

This happens primarily in the science complex. About half of the rooms have computers connected to an independent power outlet. The rest are turned on and off at the rack power button (big square red button – upper right).

Corrective action:

Check power button – ON.



Make sure the red power button is ON.

THE COMPUTER IS ON, BUT NO AUDIO

Cause:

This problem may be caused by several different things depending on the room or cart. If in an enhanced room (SP or AMX controlled), the cause is most likely the audio amplifier being turned off. On media carts there are 4-5 different things which can block audio.

Corrective action: Enhanced rooms

Science Complex



Check Audio amplifier – ON.



Check Audio amplifier – ON.



Check Audio amplifier – ON.

In Putnam and Norris Hall, check to make sure the aux audio button is not on.

Norris 101

Bobbitt Auditorium



Both rows of devices – ON.

Check Audio amplifier – ON.

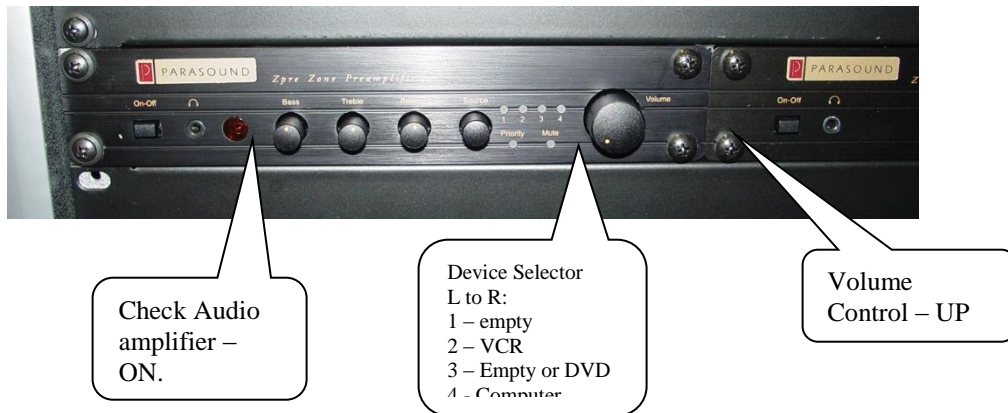
Check Audio amplifier – ON.

Olin Hall, Herrick 508, Ferguson

The power button, located on the left side of the front panel, is hard to see. There should be a visible L and R lighted in the window on the right.



Varsity Lounge



SP CONTROL PANEL TROUBLESHOOTING

#1 PROJECTOR FAILS TO PROJECT COMPUTER ON POWER UP

Cause

This condition occurs most often due to interruption of the projector automatic power up steps – specifically,

- Selecting an alternative device while projector is powering up
- Person standing in front of the screen or screen is otherwise obscured to the projector
- Screen not pulled down



Corrective Action

- First attempt – select COMPUTER and hold the button down a few seconds.
 - You might want to try a little extra pressure on the button. Some of the systems are a bit stiff.
- Second attempt – select any other button, then select COMPUTER again and hold the button down a few seconds.
- Third attempt – try shutting the projector off and restarting it
 - Make sure the screen is down and not obstructed with anything
 - Allow the projector to completely power up BEFORE selecting a different device
- Fourth attempt – perform the steps for the #2 problem

#2 THE SP CONTROL PANEL DOES NOT SELECT DEVICE OR START/SHUTDOWN THE PROJECTOR

Cause

It is not known precisely what causes this condition, but the fix is relatively simple.

Corrective Action

- First attempt to manually power down the projector
 - If this fails, pull the power cord from the projector
- Second, shut down the SP control panel by pressing the PROJ OFF button.
- Third, pull the SP power at the wall outlet behind the rack unit. Wait 30 seconds, then plug back in.
- Reinstall the projector power cord.
- Restart the SP control panel by pressing the PROJ ON button.

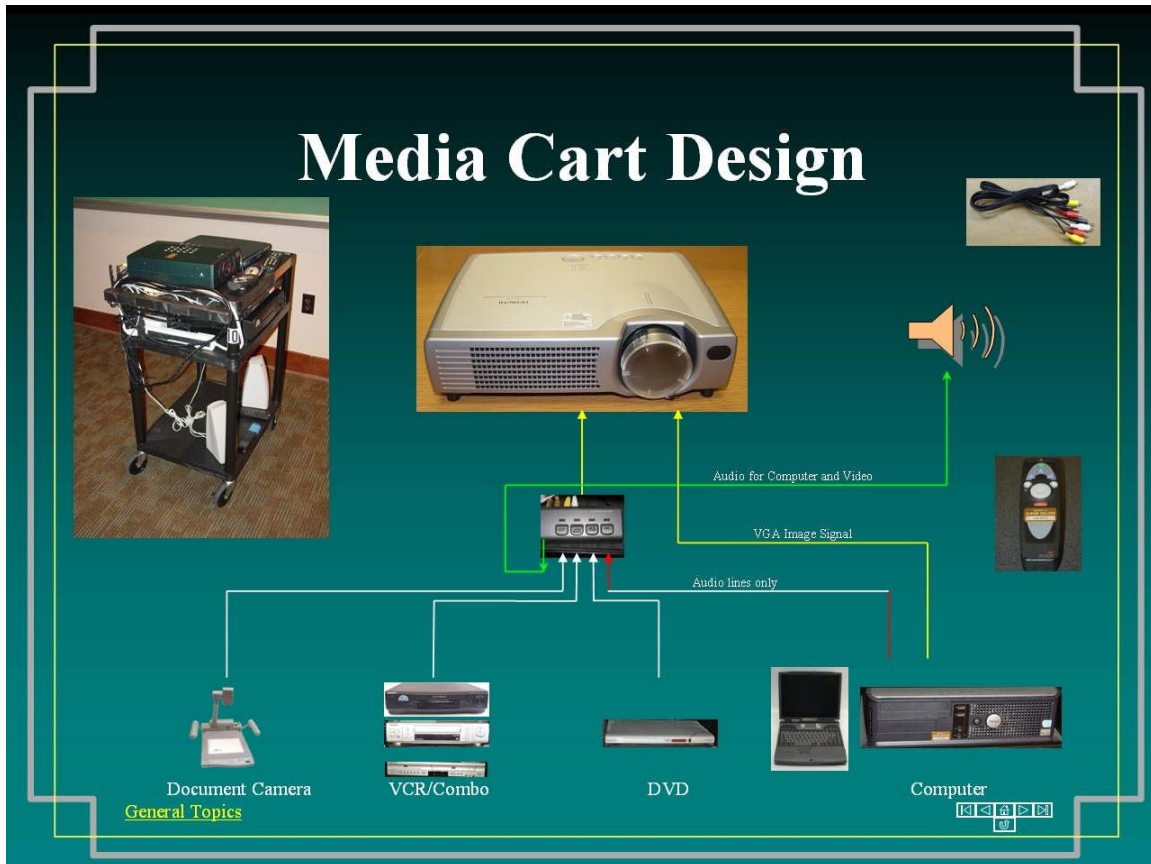
#3 THE SP CONTROL PANEL DOES NOT SELECT DEVICE OR START/SHUTDOWN THE PROJECTOR

If any of the actions for #1 and #2 do not correct the problem, please contact Instructional Technology (0962) or the Help Desk (0479) for resolution of the problem. The SP Control power supply has blown an internal fuse and needs to be replaced.

MEDIA CART PROBLEMS

MEDIA CART DESIGN

The open design of the media carts contributes to the majority of the problems associated with their use. Presenters often move cables to get sound without following the switcher layout shown in this diagram.



TYPICAL MEDIA CART PROBLEMS

- No sound from laptop
- Disconnected cables
- No sound from VCR or DVD players
- No image from laptop
- No image from VCR or DVD
- No power for cart devices
- Wireless mouse doesn't work
- No wireless network connection

SECTIONS TO BE DEVELOPED

NO SOUND FROM LAPTOP

Cause:

Corrective Action:

DISCONNECTED CABLES

Cause:

Corrective Action:

NO SOUND FROM VCR OR DVD PLAYERS

Cause:

Corrective Action:

NO IMAGE FROM LAPTOP

Cause:

Corrective Action:

NO IMAGE FROM VCR OR DVD

Cause:

Corrective Action:

NO POWER FOR CART DEVICES

Cause:

Corrective Action:

WIRELESS MOUSE DOESN'T WORK

Cause:

Corrective Action:

NO WIRELESS NETWORK CONNECTION

Cause:

Corrective Action: