

Basic Troubleshooting Guide

The projector screen is black...

- Turn on the projector with the remote
- Connect laptop to the cable on the desk

The monitor is not turning on...

- Check the power cable to make sure it is plugged into the wall
- Turn the power button on and off
- On the back of the monitor, unplug and replug in the connecting cables

I can't get my laptop to show on the screen...

- Hold down the “windows” key on your keyboard and “p” then make sure that “Duplicate” is highlighted in blue
- Check to make sure the projector is on the right input. This can be done by selecting “source search” or “input” on the remote

I can't get the sound to work...

- Check that the sound is turned up in the program (youtube, video player)
- Check that sound is turned up on the computer (bottom corner where the sound icon is)

None of those fixed my problem... Call (916) 577 2345 and one of our Helpdesk Technicians from the Rocklin Campus will do their best to help you and get your class session started.