Troubleshooting Technology

Smartboards

If experiencing issues with the smartboard please check the following before contacting IT.

- The board may be in sleep mode, to turn the board back on press and hold the Moon on the panel pictured above.

- Inside the cabinet is the computer, first try restarting the computer if this doesn’t resolve the issue. Unplug the two cables that connect to the board and then plug them back into the computer and wait a minute to see if this resolves the issue.
  - There should be 1 USB and 1 HDMI cable connected.
• Check the cables plugged into the smartboard, found behind it on the left side of the board. Both should be plugged in securely.

• Lastly, sign onto the computer, in task tray (lower right hand corner) there is a smartboard icon. Right click on the icon and the above menu should come up, check for updates and install any available.
  o If this doesn’t work open the menu again and select SMART Settings.
Click on **Connection Wizard** and let it run.

If all the following steps do not resolve the issue, please put in a work order to IT detailing all steps checked and CC your supervisor on the ticket.
TV Multimedia Rooms

If experiencing issues with the TV Multimedia Rooms please try the following steps before contacting IT.

- Check that the TV is set to the HDMI Input, using the Left Remote NOT the Right.

- Ensure that the HDMI cable is plugged into the computer and that the selected cable is active, indicated by the blue circle around the button.
On the computer that’s trying to use the board, open their control panel and select display settings.

Select Change Display Settings.
• Ensure that the multiple displays setting is set to either “Duplicate these displays” or “Extend these displays”.

If all the following steps do not resolve the issue, please put in a work order to IT detailing all steps checked and CC your supervisor on the ticket.
Digital Displays

If experiencing issues with the Digital Displays please check the following before contacting IT.

- Make sure that the input is set to computer using the Left Remote, NOT the Right Remote.

- Check the “Computer Stick” behind the display and **hold the power button** down until it turns off, wait 5 seconds and then press the power button again to restart the computer.
  - Above is the Smaller display at the entrance of the center.
• Above is the Larger display in the center of the Center.

If all the following steps do not resolve the issue, please put in a work order to IT detailing all steps checked and CC your supervisor on the ticket.