Troubleshooting Hints For Audio/Visual Equipment

1) The NEC Video Projector uses a high intensity bulb. To create less stress on the bulb the projector has a gradual warm up period for the bulb. **Be sure to allow sufficient warm up time for the bulb. Don't push any other buttons on the AMX touch screen during this time.**

2) If the projector doesn't come on after 3 or 4 minutes, press VIDEO PROJ OFF on the AMX touch screen and wait 4 or 5 minutes. Do not press VIDEO PROJ ON during this time. Do not repeatedly press the VIDEO PROJ ON and VIDEO PROJ OFF button as this will lock up the system. **If this does not solve the problem call for help.**

3) If sound such as a TV station is heard even with video projector off, make sure VCR isn't selected. Press DISPLAY, then COMPUTER on AMX touch screen to switch system from VCR.

4) If you want to use the computer but only a blank blue screen is showing:
   a) Make sure COMPUTER is selected with the AMX touch screen.
   b) Try selecting another device such as DVD and then select COMPUTER again.
   c) Make sure computer is on.
   d) Try turning it off and back on again.

5) Likewise for other equipment such as the VCR or DVD if a blue screen is showing:
   a) Make sure device is selected with the AMX touch screen.
   b) Try selecting another device such as DVD and then select device again.
   c) Make sure equipment is on
   d) Try turning it off and back on again.

6) If when using electronic whiteboard no marker strokes show on video screen:
   a) Make sure you have started the Mimio program on the PC. The MAC does not have whiteboard capability.
   b) Make sure the capture bar suction cups are secure on the whiteboard.
   c) Try another marker to make sure the marker you are using isn't defective.

7) When using the microphones make sure the microphone is turned on and the LED is lit and green. Yellow means the battery is weak. Red means the battery is dead. Make sure that the microphone is switched from mute. For the Lavalier microphones make sure the cartridge is facing you and close to your mouth.

8) If the overhead projector doesn't go on make sure it is plugged in. If the fan is running but there is no light try switching to the spare bulb. If you know how, replace the bulb with one of the spares kept on the cart under the projector.

9) If the slide projector doesn't turn on with the remote, check to see that the projector itself isn't turned off. Make sure the projector is plugged in.

*Updated Fall 2011*