Troubleshooting Tips WWC rooms, Francis, Tea Room, Con H
Educational Technology Department

Laptop

Connection problems
We have another more complete handout on this, but this is essentially the issue:
If you are using wireless:
1. Switch on side of laptop to ON position
2. Login to laptop with your personal Saintsnet login. Make sure you select St. John’s in the “Log on to” box. There is a drop down arrow for selection.
3. If still problems, refer to the blue handout concerning wireless access, “web proxy”

If you are used wired:
1. Login to laptop with your personal Saintsnet login. Make sure you select St. John’s in the “Log on to” box. There is a drop down arrow for your selection.
2. If still problems, refer to the blue handout concerning wired access, “web proxy”

When to use the Reference login:
1. This is used ONLY when you do not need to login to St. John’s network, such as when you are using a presentation on a USB or CD or if you are only going to use an external website. Also, this can be used by visitors who have no St. John’s login.
2. The advantage of using your personal login is that you have access to your personal files and any shared drives at St. John’s.

Miscellaneous Laptop Tips

1. To see your presentation on both laptop screen and projector screen, press FN + F8 until both in view. This applies to all the Library’s laptops. However, other laptops by use FN + another F? key (function key). Look for an illustration of a monitor on the laptop keys.

   Resizing the Projected Image via Laptop

For example, you cannot see the complete contents of your page on the screen.
1. Right click on desktop
2. Select Properties
3. Select Settings
4. Look for screen resolution slider. Recommended size = 1280 x 800.

Sound Issues
**Laptop:** Make sure sound is set to your preference, either Mute or not. This is located in lower right corner of monitor screen next to the image of a clock. Double click (left click) on the speaker icon. From here you will see a screen that you can increase the volume or change check mark from “mute all” or turn off the mute all checkbox. Note: “WAVE” is the computer sound.

**DVD/VHS.** In our conference rooms with these items in cabinets, there is a “mixer” that has audio control knobs. Check first for Master/DVD control.

To connect portable devices, e.g., MP3 player, IPOD, cell phone, plug in audio cable from device cradle located on cart to headphone OUT on your device.

Problem: When hear a TV channel upon entering room, locate VCR remote control (black) press Input Select button to input 1.

**Sound in General:** All of the audio control knobs are located at the bottom of the lectern. Beneath the two that are labeled Master is a small gray push button. It is a Mute button for the entire sound system. Someone had the system muted.

**Projectors**

**Make image larger:** Move projector back from screen or wall until you have the size needed.

**Focus/sharpness:** These are set in conference rooms where projector is mounted in the ceiling. For portables, projectors have control buttons on the side labeled “focus.”

**No image on the projection screen:**
1. Is laptop connected to projector with a cable?
2. Try touching FN + F8 keys on the laptop until you can see image both on laptop and screen.
3. There are switchboxes on top of lecterns. Make sure that the button is set to the correct computer, either laptop or desktop.
4. Select the correct Input, using the remote control. The correct Input should say “Input A/Computer (powerpoint presentations, etc. from computers.) For DVD/VHS, select “Input S-Video.”

If you turn OFF the projector, it will take several minutes for it to come back on, if needed. Pressing OFF/ON several times will create problems.

On laptop/projector cart: no sound? Check sound switch on speakers.

**Webinars**
Do NOT click on the internet link from your email or type it in! Always COPY PASTE into the address bar of Internet Explorer. ALSO, click on Internet Explorer icon that is on the computer’s desktop and NOT one that’s within your Saintsnet login.

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