

PC PROBLEMS

Most issues with the built in PC's are handled by IT field services and not CTS however we are happy to help if we are able.

The most common issue we get calls about is no video from the projector. 95% of the time it is caused by the video output settings on the PC. Please go to the next page for instructions how to make the PC duplicate the desktop monitor image to the projector.

The second most common call we get is for no (or low) audio. The last page of this document can help you track down and fix the problem quickly.

For software, keyboard, mouse, or printing issues please call: **(973)720-4357(HELP)**

If the situation is not urgent you may prefer to fill out a web help desk ticket at

www.wpunj.edu/help under the request type **Hardware**

PC VIDEO PROBLEMS

WINDOWS – P will bring up the following screen



- This is the first thing to check if the PC is not displayed on the projector
- Duplicate should be the standard setting for all rooms
- **BEWARE!!- Computer Only could be Projector Only!!**

If you have no video on either the desktop monitor or the projector, check the power button on the front of the PC. Is it lit?

PC AUDIO PROBLEMS

IF NO AUDIO AT ALL:

1. Check volume on Touchpanel
2. Check Main Volume on PC
3. Check App Volume (You Tube, etc)
4. Verify PC audio settings
 - Right Click on Speaker Icon in Dock
 - Select Playback devices from menu
 - With audio playing, try each source
5. Call CTS for Help at (973)720-2308

IF AUDIO IS LOW/ COMING FROM PC INSIDE DESK/PODIUM:

Audio cable is likely not connected to PC or has been connected to the wrong jack.
Call CTS for Help at (973)720-2308

