The Projector will not display in a classroom

If a faculty members laptop is not displaying on the local screen or projector, follow these steps please:

A Step-by-step guide

USB-C Laptop

1. Switch on the Document Camera from the touch panel, see if it displays.
2. If it displays, there is not a problem with the projector, it is most likely the dongle or the laptop itself. Proceed to Step 4.
3. If it does not display, that's a problem. Follow the power cord from the desk to the wall, and unplug the power. Wait a minute or two, then plug it back in. Once the touch panel reboots, return to Step 1.
4. Make sure the dongle connections are complete. Make sure laptop button is selected on touch screen. If there is another USB-C port available, try moving to that port, and see if it displays. Try all ports on both sides of the laptop.
5. Make sure the laptop is powered on, and displaying on it’s screen. If you still do not have a local display or projector display, leave the dongle connected to the laptop, and reboot the computer.
6. If you still do not have a display after rebooting, try another laptop. If it displays, the other laptop isn’t working. See if you can get a checkout laptop to let the instructor teach the class. Let the IT Team know about the fussy laptop.
7. If it doesn't display, and you have followed Step 3, see if there are any lights displaying on the projector itself, and let the IT Team know. Need to confirm power to projector if no lights are on.

Local monitor will not display, but projector is working.

1. Make sure power is on at the local monitor.
2. Check cables to monitor, there should only be power and DVI cables, if the VGA cable is plugged into the monitor, unplug it, it doesn't belong there.
3. Pull the power cable to the monitor, and let it sit for a minute. Push the power button on and off. Then plug it back in, and see if it is working. This process "reboots" the monitor.
4. Make sure the DVI input is selected on the monitor, or automatic.
5. If the monitor button light is on, and the projector is working, the next step is to reboot the console. See #3 under the previous set of instructions above. If the monitor does not display after rebooting the console, try another monitor and let the IT Team know.

UTA 1.208 only, The projectors are on, but the screens are up.

1. Shut down the system at the touch panel. The projectors should turn off.
2. Turn the system back on at the touch panel. The screens should lower.
3. Screens do not lower, let the IT Team know.

UTA 1.208 only, One projector is working, one is not.

1. Shut down the system at the touch panel. The working projector should turn off.
2. Turn the system back on at the touch panel.
3. If one projector is still not working, shut the system back down again.
4. Unplug the power to the console to reboot the system. Wait a minute or two, and plug it back in.
5. Watch the touch panel, when it finishes rebooting, turn on the system, and confirm both projectors are working.
6. If not, let the IT Team know.

HDMI Laptop

1. To use an HDMI laptop in the classrooms, all dongles must be removed and laptop connected directly to the HDMI cable.
2. Make sure the laptop/HDMI input is selected on the touch screen.
3. If the laptop is not displaying, switch to the Document Camera.
4. If the document camera displays, the projector is working, the laptop or connections are the issue.
5. If your connections are correct, leave the HDMI cable plugged into the laptop, and reboot.
6. If it does not display after a reboot, some computers require a keystroke sequence or key on keyboard to be depressed in order to display to an external monitor. Ask the instructor if they know, or let the IT Team know.
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