Meeting Room Quick Trouble Shooting Tips

Problem: Blank Blue Screen

1. Make sure the computer is turned on

2. Make sure the computer is "**AWAKE**". If the power button is glowing yellow or blinking, it is still in sleep mode. Move the mouse or hit a key on the keyboard. If that doesn't work, manually push the power button on the front of the computer to wake it.

3. Still seeing a blue screen? Press the **INPUT** button. The Smart board should be set to **(VGA)** not HDMI. The input in the bottom right corner of the screen (Input selector is on the control tray right next to the volume button).

Volume button

Input button

Problem: No Sound Coming from the Smart board

1. Check the **Audio Cable** in the back of the CPU and make sure it is not unplugged.

2.Still no audio? Make sure the audio volume is turned up. There is a sound icon on the toolbar on the desktop for immediate access to sound controls and volume.

3.If you are in a room with a **Vaddio System** please make sure all the USB cables are plugged in

Speakers / Headphones: 1(

11:28 AM
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For Further information or assistance please call Marrio @ **404.291.0341**

Problem: Keyboard & Mouse Not Responding

1. Check the **Mouse and Keyboard Receiver** to make sure it is plugged in the CPU (The receiver looks like a USB flash drive but will blink every time the keyboard or mouse is clicked notifying you that it is receiving a signal)

2. **Push** the **Connect** button located on the bottom of the keyboard and the mouse

3. If the CPU is encased in a box you may need to open the door so the keyboard and mouse signal will not be restricted.

4. If the Keyboard or mouse does not respond, you may need batteries. Please contact Marrio at 404-291-0341for help.

Receiver

Problem: No internet connection

1. Check the Ethernet cable to make sure it is connected to the computer and the port on the wall. The cables are either blue or yellow and they look like oversize telephone connectors

2. If you do not see lights blinking showing a signal is being received from the Ethernet port call someone from the IT to assist you.

Ethernet port

VGA port

USB ports

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