Grand Rapids Christian High School Classroom Audio/Visual Troubleshooting Guide

**Troubleshooting Checklists**

**Classroom A/V System and Equipment**

**DVD Players**

**Problem** - Only blue screen appears or flickers off and on.

**Troubleshooting** -

1) Go to the main wall plate and click on different source and

then back to desired sources. Example:  If you are on wall plate

1, click wall plate 2 and then back to wall plate 1.

2) Replace DVD player with another one.  Take DVD player to different classroom.  Check to see if it connects.  If so, check the settings.   You will need to get into the settings and change the resolution to 720 x 480.

**Problem** - No audio with the video.

**Troubleshooting** -

1) Turn off the projection system and turn off the DVD player.

Make sure there are good connections with the HDMI cable to

the wall plate and the back of the DVD player.  Turn on the

projection system and then turn on the DVD player.  Make sure

the wall plate is set for the correct output.  (TV, Wall plate 1, Wall plate 2, VGA)

**Connecting Computer Using HDMI Cable**

**Problem** - Only the blue screen appears on the screen.

**Troubleshooting** –

1) Go to System Preferences; Displays; Click the button for “Scaled”.  If the cord made a connection you should have the option to change to 720p from 1080p.  If not, you will see options like 1200 x 800.

2) If you click the button for “Scaled” and do not get option for 720p

then there is not a good connection.  Pull the cable out and then

reinsert it into the Thunderbolt port.  If a good connection is made you should notice a change on the display resolution.  Look again to see if 720p is an option for display resolution.

3) If you still cannot connect, try a different HDMI cable.

**Problem - No** Audio using HDMI cable.

**Troubleshooting –**

1)Go to System Preferences; Displays; Sound; Output:  Then

make sure the HDMI is selected.  **Note**:  When using the HDMI

cable, volume can only be controlled on the main room wall plate.

**Apple TV**

**Problem - The** desired classroom does not appear in the drop down box when trying to connect with Apple TV/Airplay.

**Troubleshooting –**

1) Turn the wi-fi off for a few seconds.  I usually wait until the Airplay symbol on the top taskbar disappears.  Turn the wi-fi back on.  Check again to see if the classroom appears in the choices for Airplay.

2) If turning wi-fi off and on does not work you may need to have teacher restart their computer and restart the Apple TV.

**Problem -**Apple TV not showing up on display.

**Troubleshooting** -

1)  Click on a different source on the wall plate or iPad and then back to Apple TV.

2) Use Apple TV remote and making sure you are in range of the

sensor, hit menu or the “select” button.

**Problem -**   The Airplay icon is not on the top toolbar in order to connect.

**Troubleshooting –**

Go to System Preferences; Displays; Make sure the box is checked next to “Show Mirroring Options in the Menu bar when available”.

**Problem -**  When trying to connect to Airplay, the message is given that the display is being used by someone else.

**Troubleshooting -**Using the Apple TV remote, go the menu and select Airplay.  Once selected, turn off airplay by pushing the select button on the remote and wait 5 seconds.  Turn Airplay back on and check to see if you can connect to Airplay.

**Problem -**No audio using Airplay/Apple TV

**Troubleshooting -**

1)  Check all audio controls including the one on the top menu bar.

2)  Disconnect from Airplay.  Once you are disconnected from

Airplay, go to System Preferences; Sound.  Under the “output” tab, make sure the desired classroom is selected. Reconnect to Airplay.

3)  If you are in System Preferences for Sound and it will not allow you to select the desired classroom, turn the wi-fi off and then back on again.  This should re-secure the connection to Airplay. Now you should be able to select the desired classroom and reconnect to Airplay.

**Problem -**Computer will not stay connected to Apple TV.  Repeated dropping.

**Troubleshooting -**

1) Restart the Apple TV.  Go to Menu; General; and near the bottom of the General menu the is a **Restart** option.  Select this and wait for the restart process to finish.  Connect to Airplay.

**CLASSROOM PROJECTORS**

**Problem -** One of the projectors will not respond to turning off or on with wallplate or iPad.

**Troubleshooting** - Unplug power cord and network cable to projector for 25-30 minutes.  Reconnect the cables and then with everything off, power up all projectors with Ipad Crestron App.  The unresponsive projector should eventually turn on after the other two have started up.

**ELMO Document Cameras**

**Problem -** Only a blue screen appears.  The image will not display despite good connections with the HDMI cable.

**Troubleshooting-**

1)  Make sure the correct output source is selected.  If an HDMI cable is being used, it will be wall plate 1 or wall plate 2.  If a VGA cable is being used it will need to be set to VGA.

2)  Make sure the settings on the back of the base are set correctly.

They should be HD projector and 720p XGA.

**Problem -** Loud feedback noise.

**Troubleshooting -** This is feedback coming from the ceiling microphones and the built in microphone.  This only happens when using HDMI cables since HDMI carries audio.  I change to VGA cable and adjust setting in the menu.  You will need to change it from “Built in Microphone” to “Line in Microphone” to eliminate the feedback noise.  After making this change you can switch back to using the HDMI cable.

**CRESTON APP**

**ADDING SYSTEM (CLASSROOM) ON IPAD**

1.  Open the Crestron App.

2.  Select “Add System”.

3.  Fill in the fields as follows using room 101 as an example.

**Friendly Name:**  This is just the room name - Type in “**Room 101**” ( Or whatever the room number is.)

**Use Local File:**  Change this from NO to **YES** by selecting it.

**Host Name or IP Address:**This is a series of numbers and periods. Only the last set of numbers will change in connection with the room number.  10.48.12. will always be the same.  The last three digits will match the room - **10.48.12.101** would be the address for room 101.

**HTTP Port:**  This stays the same - **80**

**IPID:**All you need to put in here is the number  **3**.

**CIP:**This stays the same - **41794**.

4. Save

5.  The room should now appear in the list of rooms when the app is opened.  Select the room and connect.