

Projector trouble-shooting tips

For Moffitt rooms 101, 102, 103, 106, please call ETS at 510-643-8637 for classroom orientations or equipment problems

The VRC can help with Moffitt 104, Doe 308B, and Doe 425, please call 510-642-5474

Problem: Computer not projecting onto screen (blue screen)

Possible solutions:

Mac

Option 1:

Under the Apple icon click **System Preferences**

Click **Display**

Click **Detect Displays**

Option2:

Click on **Arrangement Tab**

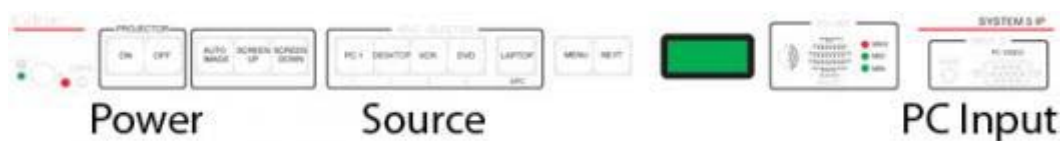
Check **Mirror Displays**

Option 3:

Try manually selecting a resolution choice from the Display preferences list (example **1024x768**) until you find one that works.

Option 4:

If in the Moffitt classrooms or 308B, firmly press another **source button** (see image) on the control panel and then select the original source again (source button that should be selected is either 'computer', 'laptop', or 'PC').



Option 5:

Failing the above, put the computer to **sleep** or **shut down** the computer and wake up or restart while plugged into the AV system.

Option 6:

Failing all of the above, **shut down** the computer and the projector, and **restart** both while plugged into the AV system.

PC

Option1:

Toggle between the different presentation modes by pressing both the **Fn** and specific **F** key at the same time slowly until you find a suitable display option. Computers typically have three presentation modes which cycle from the laptop screen only, the projector only or both simultaneously.

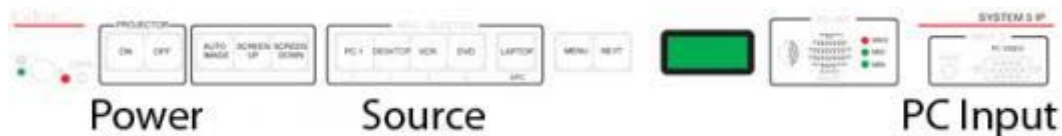
The **Fn** key - located between the "Ctrl" and "Alt" keys

The **Display Function (F) key** - located among the top row of keys labeled as either "CRT/LCD" or has an icon of a monitor (variations can include Fn+F7, Fn+F5, Fn+F9, Fn+F4, etc.)



Option 2:

If in the Moffitt classrooms or 308B, firmly press another **source button** (see image) on the control panel and then select the original source again (source button that should be selected is either 'computer', 'laptop', or 'PC').



Option 3:

Failing the above, put the computer to **sleep** or **shut down** the computer and wake up or restart while plugged into the AV system.

Option 4:

Failing the above, **shut down** the computer and the projector, and **restart** both while plugged into the AV system.

Problem: “Presenter view” window projecting onto screen rather than on computer display

Possible solution:

Mac

Under the Apple icon click **System Preferences**

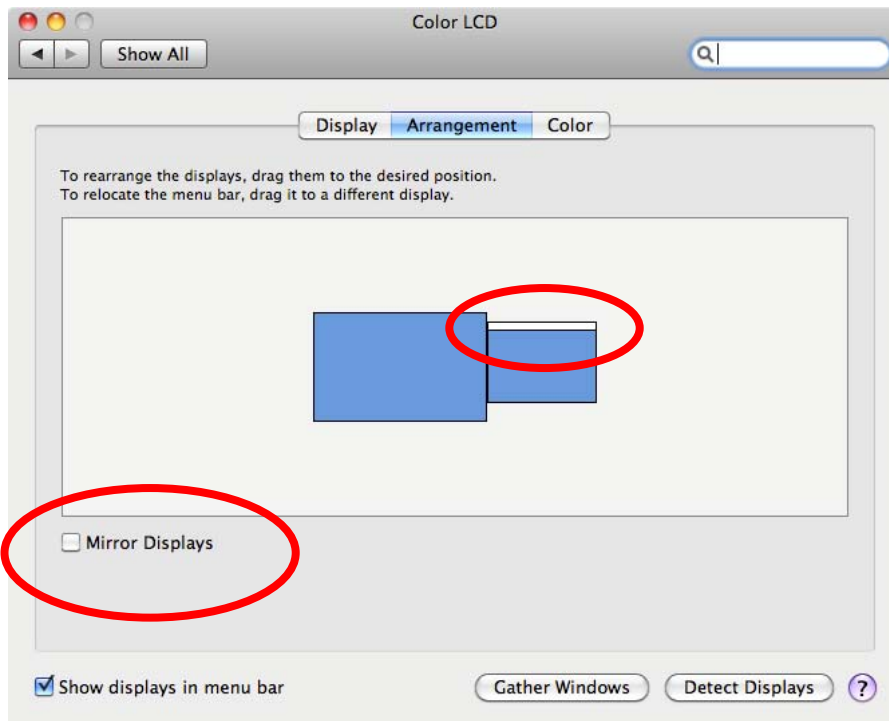
Click **Display**

Click on **Arrangement Tab**

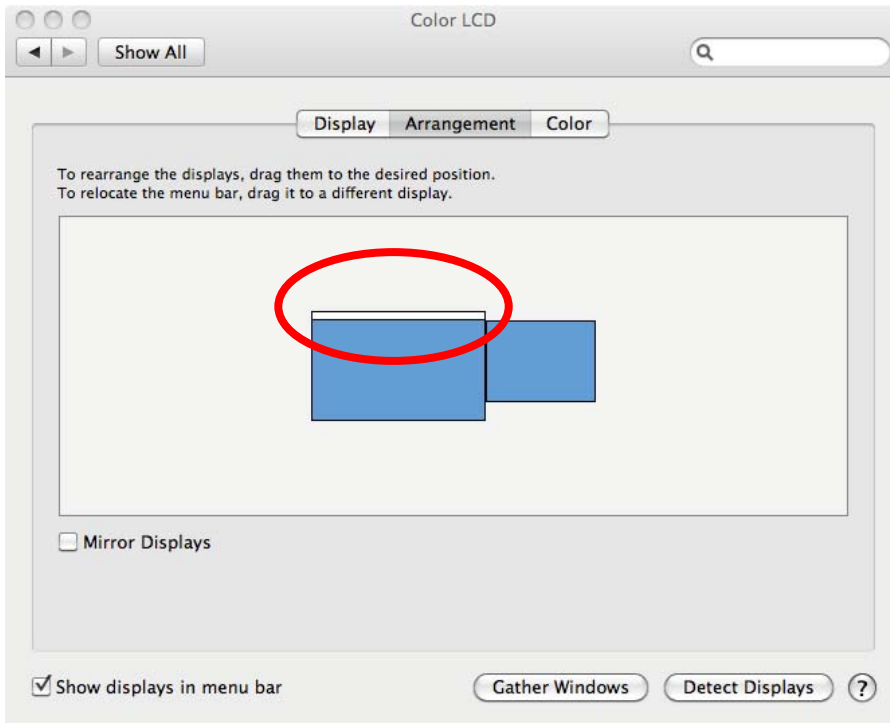
Uncheck **Mirror Displays**

With **Mirror Displays** unchecked, you should now see two blue boxes

Select and move the small **white bar** from the smaller blue box to the larger one



Your window should now look like this:



Recheck the **Mirror Displays** box

PC

In PowerPoint, on the Slide Show menu, click **Set Up Show**

Under Multiple monitors, select the **Show Presenter View** check box

In the Display slide show on list, click the monitor you want the slide show presentation to appear on.

Problem: Displayed image has color tint (usually pinkish)

Possible solution:

Pins on VGA cable are bent or broken. Replace damaged VGA cable with a new one.

Problem: Projected screen goes dark in the middle of the lecture

Possible solution:

The projectors in Moffitt rooms are on a three-hour timer. It is possible that the projector timed-off during the lecture. Try hitting the **Off** button on the projector panel & then hitting **On**.

This problem can be prevented in the future if, at the beginning of your lecture, you select a new **Source button** on the panel and then switch back to the '**PC**' or '**Computer**' **Source button**. This step will refresh the timer back to zero.

Problem: Mac displaying too dark when projected

Possible solution:

Mac

Under the Apple icon click **System Preferences**

Click **Display**

Click **Color** tab

Uncheck **Show profiles for this display only** if it is checked.

Select **sRGB IEC61966-2** which is usually the best setting

