



SMART[®] Sympodium Troubleshooter

What do I do if....

PROJECTOR/COMPUTER PROBLEMS

- 1. The projector won't power on?**
 - a. Don't press the POWER button repeatedly. It takes several seconds for the projector to turn on and power up.
 - b. Check that the PC or DVD player in the Sympodium is turned on and that the Projector's remote is on the appropriate input (COMPUTER or INPUT 1 for PC and VIDEO or INPUT 2 or INPUT 3 for video)
 - c. If you can hear the projector running but there is no light coming from it, the bulb may need replacement. Please call Joel Holder at 266-6816 for bulb replacement information.
- 2. The Sympodium PC won't turn on?**
 - a. The computer may be on, but the Sympodium screen may be off. Make sure you have a green light on the PC's power button, then press the screen's power button in the top right hand corner of the Sympodium screen.
 - b. Make sure Projector input on remote is set to Computer/Input 1. Alternate solution: keep pressing "INPUT" buttons to cycle through all available channels.
 - c. If viewable, make sure the main power cord from the Sympodium is plugged in to a power outlet.
 - d. Make sure PC's power cord has not become loose from the PC tower. You will need to release the inner door latches on the rear door to open them and inspect the back of the PC.
- 3. I can't log on?**
 - a. Make sure you are using the correct login. Use the login in the format "LAB101" (first 3 letters are the building abbreviation followed by the room number). Do not use a login called "Admin", "Administrator", "USM", etc.
 - b. Make sure your password is correct. It should match the login **exactly**. If the login is LAB101 then the password should be LAB101 – all caps.
- 4. The internet is down?**
 - a. Restart the PC.
 - b. If the problem persists, either the network is down or there is a problem with the connection. Please call the iTech helpdesk at 266-HELP or submit an online work order to have the connection repaired.

DVD/VCR ISSUES

- 1. The DVD or VHS tape won't play?**
 - a. Make sure the correct button is pressed on the X-port. The video button is the third button.
 - b. Make sure the projector is set to the proper input. Not all remotes and projectors are alike, but generally, VIDEO, INPUT 2 or INPUT 3 is the correct setting for the DVD/VCR player.
 - c. Make sure you adjust the volume on the Sympodium correctly. Audio systems may vary, but generally the volume control(s) can be found on or near the Sympodium screen.

VISUAL PRESENTER (ELMO) ISSUES

- 1. The Visual Presenter does not display on the screen or sympodium**
 - a. Be sure the Visual Presenter's power switch is on.
 - b. Be sure the X-port is set to Video.
 - c. Be sure the Projector is set to Computer/Input 1. The Visual Presenter plays through the computer on most Sympodiums.
 - d. Be sure the camera's lens cover is removed.
- 2. The object/document is out of focus**
 - a. Press the Auto-focus button once. Do not hold the button down.
 - b. Zoom out and press the Auto-focus button again.

LAPTOP CONNECTION ISSUES

- 1. Laptop screen will not project onto front screen**
 - a. Make sure X-port is set to Laptop (middle button)
 - b. Look for a function command on the laptop that will cycle the projector signal -- usually FUNCTION-F3 or F4 (hold down function key and press F3 or F4)
 - c. Make sure Projector is set to appropriate input on remote
 - d. Make sure all cables are secure and connected to proper inputs

NEED MORE HELP?

For equipment issues, please contact :

1. Joel Holder, 266-6816, joel.holder@usm.edu

2. iTech Helpdesk, 266-HELP, helpdesk@usm.edu

For training, contact: Megan Tousignant, 266-6958, megan.tousignant@usm.edu