Common A/V problems

There is no video on the screen (or “no input” is displayed)

- Make sure the video cable is plugged into your laptop
- Make sure the correct input is selected (ie laptop vs computer) as per the appropriate instructions
- If you’re on a laptop, press the appropriate function keys (usually \textbf{Fn+F4} or \textbf{Fn+F5}) so that the display is sent from your laptop to the projector

There is no audio

- Make sure the audio cable is plugged in, and to the \textit{headphones} socket (not the \textit{microphone} one)
- Check the volume controls on your laptop, the media player application you are using and the master control on the lectern control panel

The display panel in the lectern is blank

- Turn on the equipment from the control panel
- Press the buttons on the display panel so it “wakes up”
- If necessary, physically turn the lectern computer on using its power button

I keep getting a student’s quota information on the screen

- A student has logged on to the lectern computer; restart it from the Start menu (\texttt{Start} -> \texttt{Shutdown} -> \texttt{Restart})

I can’t access the internet on the lectern computer

- Use \textit{username}@biz, where \textit{username} is your Business School user name, and your usual password, when prompted

I can’t “log on” to the lectern computer

- Restart the computer using the power button. It will automatically log on when starts.

The smart board doesn’t “click” accurately

- Press both smart board buttons at the same time, then “click” the red crosses to recalibrate

BITS Help Desk x7888 (8:30am – 6:30pm Mon-Fri)
Audio Visual Help Desk x2026 (business hours)