



**Subject:** Troubleshooting Distance Learning Technology (Accordent/Tandberg)

**Technical Reference #:** TRD105

**Intended Audience:** ACPHS Faculty and Staff

**Date:** 2/19/2010

If you have any difficulties connecting/or displaying there are a couple of actions that can be done easily to alleviate problems.

## **Display is on the laptop, but not displayed to the screen via projector(s).**

FUNCTION +F4 (or sometimes F7)

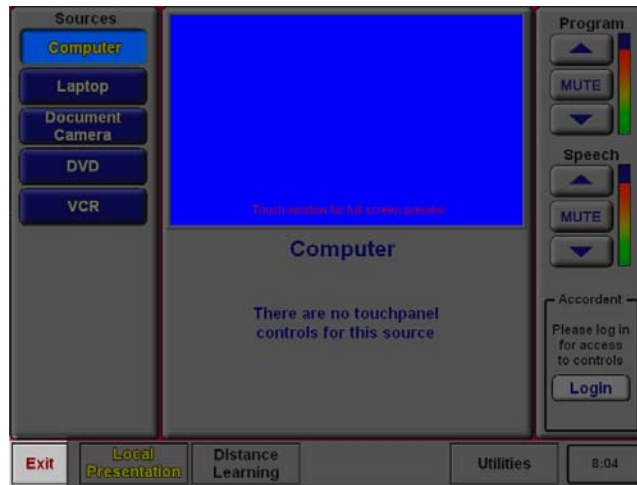


On most laptops, you can switch video from main laptop display to VGA output or both main display and VGA output (to projector)

While pressing the Fn key, press F4 (sometimes F7) and cycle through the three settings (pausing a few seconds between presses) to see if the display will be sent to the correct source.

## **Nothing seems to be working the way I think it should.**

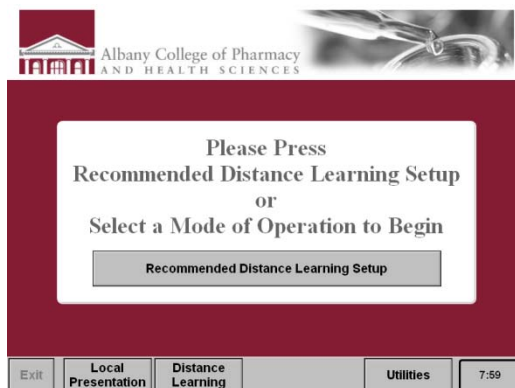
Exiting the system and restarting is your best bet here.



Press Exit

A screen will ask you are you sure that you want to exit. Press Yes to exit.

The system will go into a “cool-down” mode. This is necessary so that the hot projector bulbs will not fail early. The wait time usually runs about 2-5 minutes. When the cool-down process is done, you will be at the front screen where you can begin again.



## Contacts

<b>Mike Baccari</b>	<b>518-694-7176</b>
<b>Chris Cornell (Vermont)</b>	<b>518-694-7618</b>
<b>Jeff Falkenstein</b>	<b>518-694-7115</b>

<b>AV Pager</b>	<b>518-694-7457</b>
-----------------	---------------------