Trouble shooting

If you get this image on the touch panel and PC is selected but the system doesn’t display any VIDEO on the screen or there is NO AUDIO, the reason is that some equipment is in sleep mode because the PC or Extron system was left ON for long time. We need to wake it up. Here are the steps:

1. Switch to another source “Recommended Doc Cam”

2. Turn ON the Doc Cam and wait for a few seconds.

3. Send signal to Both Screens

   Note: The name of the screens have the same features but may displayed as any of the following: “Send to Rack Room, Send to classroom, Send to left Monitor, Send to Right Monitor, Send to front Monitor, and Send to back monitor.”

4. Select Source PC again and Repeat step 3.

5. An Image will display on the screen and sound will be come out of the speakers. If the problem persists contact the IT emergency line at 55872 or 703-878-5872