



SMART Classrooms – **FREQUENTLY ASKED QUESTIONS**

PC Issues *(PC refers to classrooms that have a computer installed in the podium cabinet)*

Q: The PC is not showing on the screen or the monitor

A: First, wiggle the mouse to see if the PC has gone into “Sleep” mode. Next, verify that the PC is powered on by opening the cabinet door. You should see a green light on the front of the tower if it is turned on. If there is no light or the light is amber, press the power button to turn on the PC

Q: There’s no display on the monitor – Standard Monitors

A: Verify that the monitor is on. There should be a green light on the front panel of the monitor, if not, press the power button.

Q: There’s no display on the monitor – Hitachi Starboard Monitors

A: Sometimes, the PC display settings are outside of the Starboard Monitor range. You should still see the PC image on the projector screen. Please call the ITS Help Desk at ext. 8234 and a technician can be dispatched typically within 4-6 minutes to fix the problem.

Q: The previous user did not log off properly and now the computer is locked

A: Restart the computer by pressing and hold the power button on the computer tower itself. Once the system shuts off (takes a couple of seconds), press the power button on the computer tower again to power it back on. You should now be able to log in with your username and password.

Laptop Issues

Q: My laptop is not displaying on the projector screen

A: First, verify that the “Portable PC” input is selected. Next, press the External Display Function key on your laptop (requires you to press and hold the Fn key, then press the External Display (CRT/LCD) key at the same time. Repeat this step up to 2 times until you have a display on both the laptop and the projector screen. (The laptop has 3 display modes: (1) Output to laptop panel only, (2) Output to external display only, (3) Output to both laptop panel and external display.)

Q: I don’t have any sound from my laptop

A: You must plug in the audio cable to broadcast sound through the system. The audio cable plugs into the headphone port on your laptop.

Q: How do I use the Internet in the SMART classroom on my laptop

A: To get onto the wireless network, open your web browser (Internet Explorer). If you access a web page outside of the Lander network, you should get an authentication page to access the wireless network. To do so, type in your Lander Domain username and password (same username/password that you log onto your computer with. After authenticating, click on the link on the page provided.

Q: What if the wireless network is unavailable



A: You can also connect to the “Wired” network by plugging in the blue network cable provided on the laptop connection area.

DVD/VHS Issues

Q: My DVD (VHS) is not showing on the screen

A: Make sure that the proper input is selected on the control panel. The control panel will default to the last selected input, so check to make sure you’ve selected the DVD (or VHS) input. The selected input will be illuminated with a “brighter” blue than the other inputs.

Q: There is no sound on the DVD/VHS

A: The audio may have been turned down by a previous user. Turn the audio volume knob on the podium top control panel slowly in a clockwise motion.

General Equipment Issues:

Q: How do I turn the system on

A: Press the Power On button on the podium control panel. (The projector takes 15-30 seconds to power on and advance to full brightness)

Q: How do I get a key for the podium

A: If you are teaching in a SMART classroom, you will need to obtain a key from the Physical Plant. If you only access a SMART classroom on special occasions, the Office of Academic Affairs has a key that can be checked out to faculty and staff. Please remember that all faculty and staff must be properly trained before using a SMART classroom system. If you need training, please contact the staff in the Technology Learning Center: Kelly Hughes, Karen Minter, Glen O’Connor.

Q: What if I cannot get the projector on

A: Contact the ITS Help Desk at ext. 8234. Someone can be dispatched and on-site typically within 4-6 minutes.

Q: What am I supposed to do when I leave the room?

A: Turn the system off by pressing and holding the podium top Power button on the Main Control Panel. The control panel lights will blink when turned off. All individual components should be left on (PC, monitor, VHS, DVD, etc.) Also, depending on your departmental policy, you may need to lock the classroom door.