



Quick Trouble Shooting Tips for Media Cart Components

Q. Is my SMART Board working?

A. It depends on the light at the bottom right. No light or an amber light indicates there is a problem

- ❑ If the bottom right corner is showing a steady green light, the problem is usually not the SMART Board
- ❑ If the light is flashing green it may mean you do not have the software to use a SMART Board installed to this computer
- ❑ If the light is red, the SMART Board and your computer are not communicating; check that the cable from your laptop to your ELMO is attached correctly and the USB Cable is connected

Q. Why can't I see my computer screen?

A. There are a couple of things that could prevent your computer image from showing:

- ❑ If you are using a laptop, you may need to press a simultaneous keyboard combination of the Function (Windows symbol) and the F4 (highest row of keys) buttons. Please wait for a moment after pressing these keys.
- ❑ If you don't have even a blue screen showing, the AV mute may have been set by another teacher. Use the 'AV Mute button' on the projector remote to turn it on
- ❑ Your ELMO may not be turned on; it also needs to be set to 'PC'. On the ELMO, press the 'Power' button to turn on; press the 'PC' button to switch to the computer
- ❑ The projector may have the wrong source selected. Use the 'Source' button on the projector remote to switch from the DVD player to the ELMO/Computer

Q. Why can't I see a image from the ELMO?

A. There are a couple of things that might prevent the ELMO image from showing:

- ❑ Your ELMO may not be turned on; it also needs to be set to 'Camera'. On the ELMO, press the 'Power' button to turn on; press the 'Camera' button to switch to the computer
- ❑ If you don't have even a blue screen showing, the AV mute may have been set by another teacher. Use the 'AV Mute button' on the projector remote to turn it on
- ❑ The projector may have the wrong source selected. Use the 'Source' button on the projector remote to switch from the DVD player to the ELMO
- ❑ Be sure you are using the white underlayment board. Dark items on a dark background do not show up well.
- ❑ The ELMO does not have a bright light to indicate it is on. You can change the brightness with the 'Brightness +' button

Q. How do I focus the ELMO?

A. The ELMO has an AutoFocus button on the end of the round camera arm; push it once and it will focus in a moment. The arm also moves either closer or further away from the object projected; you may need to autofocus each time this arm is moved

Q. Why can't I see a image from the DVD/VHS player?

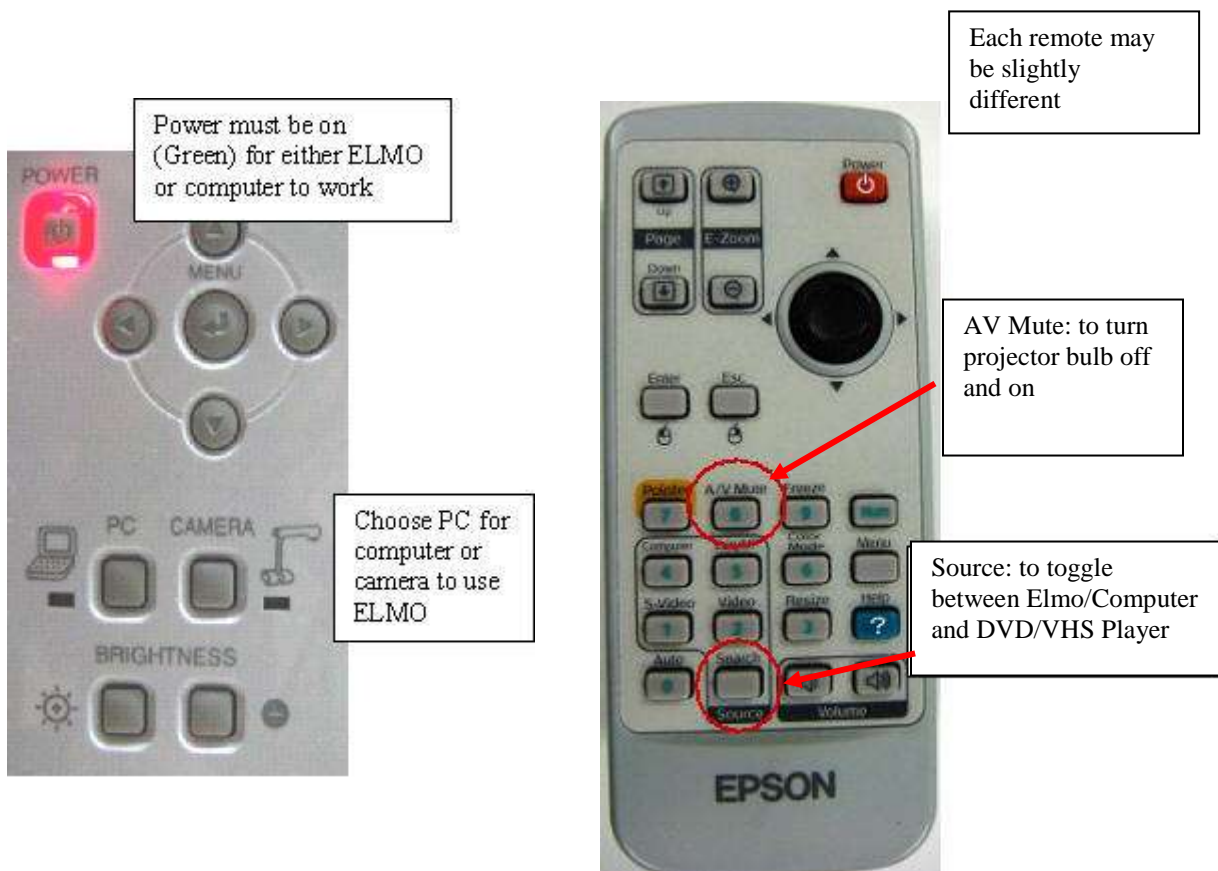
A. There are a couple of things that might prevent this image from showing:

- ❑ The projector may have the wrong source selected. Use the 'Source' button on the projector remote to switch from the DVD player to the ELMO
- ❑ If you don't have even a blue screen showing, the AV mute may have been set by another teacher. Use the 'AV Mute button' on the projector remote to turn it on
- ❑ Make sure the player is on and the play button is pressed. If using a VHS tape, it may need to be re-wound

Q. Why don't I hear sound from the computer?

A. There is a sound cord that needs to be inserted into the computer 'headphone' port and then directly into the red/yellow AV wall ports. (The correct wall ports will eventually be labeled; for now these are directly below the bigger black video cable) Make sure your sound level on the computer is set correctly, and the mute box is not checked

Tips for Using Your Remote:



Q. Why does my projected image show upside-down?

A. The projector image can be switched to upside-down in a few ways. If you see this, use your projector remote to change the following setting:

- ☐ **Point the remote at the ceiling mounted projector and click the Menu button**
- ☐ **The menu will now show through the projector on the screen, unfortunately, still upside down**
- ☐ **Using the arrow buttons on the remote, select and then click Enter on the Extended choice**
- ☐ **From the list showing now, select and click Enter on the option for Projection**
- ☐ **Select and click Enter on the option for Front/Ceiling**
- ☐ **The projector image should immediately flip**
- ☐ **Click the Menu button on the remote again to turn off the menu**

Tip: For those of us who might be challenged with the upside-down navigation, it may help to stand in front of the projector and hold the remote upside-down.

Q. Why is my projected image 'locked'?

The projector may be set in such a way that when attempting to view or change your source, a message about your source being locked is all that will display

- ☐ **1. Press and hold the Enter button on the projector remote for 7 seconds and the lock should release**