Workstation Troubleshooting

1. The projector shut off in the middle of a movie/presentation I was showing my class.
2. I connected my laptop, but the image won't show on the projector.
3. The projector blinks "lamp" when I it on, but goes away after a few minutes.
4. The projector won't turn on and there is an amber light lit on it labeled "Lamp/Cover".
5. The projector didn't turn on, and there is no lamp indicator lit on the projector.
6. There is no audio to my PowerPoint presentation/video/DVD.
7. I don't have video.

1. The projector shut off in the middle of class.

The control unit is programmed to shut off after 2 hours of no activity. If this happens, wait for the green light by "Display Power" to stop flashing, then press "Display Power" again to start projector.

Prevention:

1. If the projector is already on when you start your class, press any of the buttons to reset the timer.
2. If your class runs longer than two hours, sometime within the two hour timeframe press any button on the controller so that it "wakes up". The back light will light up and the timer will be reset giving another 2 hours.

2. I connected my laptop, but the image won’t show on the projector.

Laptops require that the video port be turned on manually if there is nothing connected when the computer is turned on. This is to conserve battery power.

Solutions:

With some older models you can push the function key and the correct F-number key in the top row for your machine to activate the port. There is a symbol on the correct key that matches the symbol near the port - usually it looks like a TV screen.

With any model, click on the "Windows Circle Icon" at the bottom left of the screen to open the Windows menu. At the right, click on “Control Panel”, then click on “Display”. In the “Display” pane, you will see a series of action links including “Connect to a Projector.” Click on that link. It will take you to a pane that gives you four choices: Computer Only, Duplicate, Extend, and Projector Only. Choose “Duplicate” to turn on the video port as well as your laptop screen.
3. The projector blinks "lamp" when I turn it on, but goes away after a few minutes.

The lamp is coming to the end of its life, but may still be usable. If the image quality is still good, continue to use it.
Please notify Ask5000 to let us know this is occurring. We would appreciate the notice so we can monitor the remaining bulb life. This could help a you or a colleague avoid missing a class period because the bulb has failed.

4. The projector won't turn on and there is an amber light on the projector labeled "Lamp/Cover".

This amber light indicates that the lamp has expired and will need to be replaced by a technician. It takes 10 to 45 minutes to replace a bulb, depending on the projector. There are safety issues when replacing a bulb, so we prefer that, at best the entire room, minimally the space beneath the projector is vacated during the procedure.

5. The projector didn't turn on, and there is no lamp indicator lit on the projector.

The projector may not have received the message to turn on. Once the green light (next to the Display Power button) stops blinking and is on constantly, press it again to power down the control unit and wait until the green light stops blinking and is off. Press Display Power again to start the cycle over and you should not have a problem. If the projector does not come on the second time, there is a greater problem. Please contact Ask5000 with the issue.

6. There is no audio to my PowerPoint presentation/video/DVD.

1. First, check to make sure someone didn't turn off the amplifier. This has been a common problem.
2. Unplug the audio cable from the computer and listen to hear if the sound is coming out of your computer speakers.
3. If there is no audio to your powerpoint presentation, it may be an error in the presentation. Check a known good audio source (such as Youtube) to make sure that your computer is producing sound.
4. If the known sound source does not produce sound via your computer speakers,
   a. Go to the My Computer on your desktop.
   b. Click on Control Panel.
   c. Click on Sounds And Devices.
   i. Under the volume tab you can check to make sure the volume for the computer is up.
   ii. Under the sounds tab there are sound clips you can select and play to test the volume.
5. If you are still having a problem, contact Ask5000 for help.
7. I don't have any video.

1. Check to see if the projector is working. Is there a glow in the lens? Is there a blue image on the projection screen?
2. Does the projector have any indicator lamps lit. It should be displaying a green light on the body of the projector.
3. Next, check to make sure you have the correct device selected on the controller. Select another source and see if that will display. If the DVD player is powered on, it should display a "DVD" icon. If another source works, but your computer does not, refer to question 2, "I connected my laptop...."
4. If this doesn’t solve your problem, contact Ask5000.