Portable Tech Cart Troubleshooting

These instructions were designed to troubleshoot problems with any one of the five portable tech carts available in the department. All instructions are specifically intended for the Canon Realis projectors and Mac laptops that accompany those carts, unless otherwise specified.

Projection Problems

**Projector won’t power on; check the following:**
- cart power strip is plugged into the wall
- power strip is on (red light indicates power on)
- projector (black plug) is plugged into power strip
- power cable is plugged firmly into projector

**Projector says “No Signal”/laptop display is not projected; check the following:**
- DVI/VGA cable; wider end (DVI) should be plugged in to projector “Digital IN/Analog IN 1” port. VGA end should be plugged in to white adapter, which should be plugged in to laptop. Make sure connections are tight.
- Projector input (“input” button on projector or remote) should be set to “Analog PC 1”.
- Try “Auto PC” button (on projector or remote).
- On laptop, click the Apple icon (upper left), and go to System Preferences>Displays, and click “Detect Displays.”
- If connecting a Windows laptop, try Fn+F8 keyboard shortcut.

**Projector shows blue desktop background, but nothing else.**
- On laptop, click the Apple icon (upper left), and go to System Preferences>Displays>Arrangement, and make sure “Mirror Displays” is checked.

**Projector display is blurry or out-of-focus.**
- Press “A” Auto Set button on projector or remote (use left arrow button to select “OK”, then press “OK” button).
- If that doesn’t work, check to make sure that translucent lens cap is off.

**Projected image is too big or too small.**
- Press “Zoom” button on projector or remote. Use arrow keys to adjust zoom.

**Projected image or laptop monitor image is stretched or distorted.**
• On laptop, click the Apple icon (upper left), and go to System Preferences>Displays. Two windows will pop up, one for the projector (“Canon PJ”) and one for the laptop. Check to make sure that both are set to 1024x768.

**Computer Problems**

**Computer won’t turn on; check the following:**
- cart power strip is plugged into the wall
- power strip is on (red light indicates power on)
- computer (light gray plug) is plugged into power strip
- power cable is plugged into laptop

**Internet connection problems**
- Check to make sure that Ethernet cable is plugged in to computer and wall jack.
- Try wireless: on laptop, click wireless icon (upper right, near time and volume), then choose MSU wireless or MSU wireless guest. Then open Firefox and follow on-screen instructions.

**No sound; check the following:**
- Speaker volume (knob on speaker)
- Computer volume (sound icon in upper right of laptop screen)
- Application volume (there may be an additional volume control, depending on the program being used and/or the type of file being played).
- Speakers are plugged in to power strip (large heavy black plug)
- Speakers are connected to each other
- Speakers are connected to computer (red and white plugs in speaker, thin black plug in left side of computer).