

## Auditorium Projector Troubleshooting

Problem	Possible Solution
Projector is not getting signal. No image is shown.	<ul style="list-style-type: none"> <li>• Ensure system was started using the “<b>Local conf. Mode</b>”.</li> <li>• Check to make sure the correct input source was selected using the touch panel: <ul style="list-style-type: none"> <li>○ Default Podium input is on “<b>Stage R</b>” <ul style="list-style-type: none"> <li>▪ PC-RGB = VGA</li> <li>▪ PC-HDMI = HDMI</li> </ul> </li> <li>○ Control desk inputs are under the “<b>Control Booth</b>” section.</li> </ul> </li> <li>• Make sure to press “<b>Send A/V signal to Hall</b>” to boot up projector and display image.</li> <li>• Ensure HDMI/VGA cables are firmly plugged into the podium/control desk connections.</li> <li>• Try unplugging and reconnecting the video cable to your PC, ensuring it is firmly connected.</li> </ul> <hr/> <p><b>If after trying all of the above the issue still persists, ensure the following:</b></p> <ul style="list-style-type: none"> <li>• Confirm that all switches marked “<b>DO NOT TURN OFF</b>” on the AV rack at the control desk are actually <b>ON</b>.</li> <li>• If using the podium, then confirm the floor box connections. HDMI/VGA connections should match, and power is plugged in. Confirm the power supply unit in the podium is turned ON.</li> <li>• To rule out potential PC issues, try connecting with another PC.</li> <li>• If issues still persists, contact AV Services at <b>21534</b>, or <b>av@oist.jp</b>.</li> </ul>
Projector is only projecting a partial image or part of the image is cut off.	<ul style="list-style-type: none"> <li>• This is normally caused when using VGA, and the computer’s resolution is not compatible with the projector’s resolution. <ul style="list-style-type: none"> <li>○ Use HDMI if possible.</li> <li>○ Try adjusting the PC’s resolution to match the projector, e.g., try one of the following if supported: <ul style="list-style-type: none"> <li>▪ 1920 x 1080, 1280 x 720, 1280 x 1024, 1024 x 768</li> </ul> </li> <li>○ Ensure PC has latest video drivers installed.</li> <li>○ If PC is using an Intel HD graphics driver, then try toggling the Scaling option between “<b>Maintain Display Scaling</b>”, and “<b>Maintain Aspect Ratio</b>”.</li> </ul> </li> </ul>
PC shows full desktop but Projector is only showing Wallpaper without icons.	<ul style="list-style-type: none"> <li>• Your PC is in “<b>Extended</b>” mode, switch to <b>Duplicate/Mirror</b> mode. <ul style="list-style-type: none"> <li>○ Windows <ul style="list-style-type: none"> <li>▪ Press <b>Win + P</b> key, and select “<b>Duplicate</b>”.</li> </ul> </li> <li>○ Mac <ul style="list-style-type: none"> <li>▪ Press <b>Command + F1</b>, or</li> <li>▪ Go to <b>System Preferences</b>, click <b>Displays</b>. In the <b>Arrangement</b> tab, in the bottom left there is the option to <b>mirror displays</b>.</li> </ul> </li> </ul> </li> </ul>