

# Troubleshooting Guide

20 September 2018

## **Nothing starts:**

Confirm that an extension cord is connected to the wall socket in the left front corner of the classroom and to the power strip strapped to the backside of the TV cart.

Confirm that the ON/Off switch on the power strip is ON.

## **The TV starts but the computer doesn't:**

Confirm that the white power cable is plugged into the computer and into the power strip strapped to the TV stand.

Is the little white light on the right front corner of the computer illuminated? If not press the power switch on the right rear corner.

## **The computer starts but the TV set doesn't:**

Confirm that the power cable for the TV set is plugged into the power strip.

## **No mouse pointer on the TV screen:**

Confirm that the ON/OFF switch on the base of the mouse is ON.

A small mouse transceiver dongle is plugged into a USB extension cable that extends out to the right side of the TV screen. Confirm that the other end of this cable is firmly seated in one of the USB ports on the backside of the Mac Mini computer.

If the mouse still doesn't work replace the batteries.

## **The keyboard doesn't function:**

Briefly press the button on the right end of the keyboard to re-establish communication with the computer.

If this doesn't do the trick, install two fresh AA batteries. The battery compartment is on the left end of the keyboard; use a small coin to open it. Insert the (+) terminals first.

Now press the button on the right end of the keyboard a second time to establish communication with the computer.

## **TV remote control doesn't function:**

Replace the AAA batteries. If this doesn't help use the ON/OFF switch on the TV set console.

## **Nothing is displayed on the TV screen:**

Confirm that a black audio/video cable is plugged into the HDMI port on the backside of the computer and into the HDMI\_1 port on the TV set.

Press the “Input” key at the upper right corner of the TV remote control. Using the arrow keys on the remote set the input channel to “HDMI\_1”. If the remote is not functioning use the labeled switches on the TV sets.

## **No sound:**

Increase the sound volume by rotating the rotary knob on the right speaker case clockwise.

If you still have no sound, check the following:

The voltage converter for the speakers is plugged into the power strip on the back of the TV set. Confirm that a cable the extending from this converter is connected to the “DC power port” on the backside of the right-hand speaker.

A split red/white audio cable is connected to the “Audio Out” port on the backside of the TV set. Confirm that the other end of this cable is connected to the “AUX IN” port on the right-hand speaker housing.

A third cable runs between the right and left speakers. Confirm that this cable is connected to both speakers.