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General Computer Problems

Computer Locked by Another User (SCTPG-001)

This common problem occurs when someone steps away from the computer without signing out. A dialog box on the screen indicates that the computer is in use and locked by another user.

Solution:

1. Try the Switch User option if available. This option may be disabled in some departments or colleges.
2. Restart the computer by pressing and holding the computer’s power button for 10 seconds to turn it off; wait 10 seconds before turning it back on.

Computer Locked by Screensaver (SCTPG-002)

University computers lock after a period of inactivity—usually 15 minutes. This safeguard protects sensitive data when users do not sign out before leaving the room.

Solution:

1. Follow the onscreen instructions to unlock the computer with your NetID and password.
2. If someone else originally signed in, select the Switch User option to sign in yourself.
3. Remember to always sign out at the end of class. Leaving the classroom without signing out will lock the computer for the next instructor.

Additional Notes:

1. The screensaver is a mandatory security measure, a widespread best practice, and required by state auditors. It cannot be disabled.
2. An unattended and unlocked computer will allow anyone to read or delete files from H: and O: drives, as well as the computer’s hard drive. This also risks access to e-mail and confidential records in PeopleSoft, Blackboard, and other applications; serious exposures may violate HIPAA or FERPA.

Computer Monitor Does Not Turn On; Monitor Does Not Display Image (SCTPG-003)

Several factors can cause this problem. Rule out the simplest ones first.

Solution:

1. Press the spacebar or move and click the mouse to wake the monitor from sleep mode.
2. Find the power button on the monitor and press it to turn it on.
3. Verify computer power. The power button should show a steady light. If the light pulses, press the power button once.
4. Check the cables on the back of the monitor for loose connections; they should all fit tightly.
5. A few rooms use ELMO document cameras instead of Crestron control systems (primarily in Smith Hall). Turn on the ELMO document camera and select the correct source—indicated by a computer icon or labelled Computer.

6. Verify Windows/Mac display settings (extended, duplicated, etc.)
   a. Windows: Press Windows + P
   b. Mac: Open System Preferences > Display Settings. Select Arrangement and check Mirror Displays.

7. Restart the computer by pressing and holding the computer’s power button for 10 seconds to turn it off; wait 10 seconds before turning it back on.

8. If the above steps fail to resolve the issue, report it as soon as possible.

Article SCTPG-003; Version 2; Last Revised 10/22/2020

**Computer Does Not Resume From Sleep or Power-Save Mode (SCTPG-004)**

Computers enter a low-power sleep mode after a few hours of inactivity.

Solution:

1. Press the spacebar or move and click the mouse to wake the monitor from sleep mode.

2. Verify monitor power. If unsure, press the power button. When the monitor is on, the power button should light up.

3. If the monitor is on and the computer still won’t wake up, restart the computer by pressing and holding the computer’s power button for 10 seconds to turn it off; wait 10 seconds before turning it back on.

4. If you have recurring problems waking the computer, report it as soon as possible.

Article SCTPG-004; Version 2; Last Revised 10/22/2020

**Computer Performance Slow, Frozen, or Unresponsive (SCTPG-005)**

A variety of issues may contribute to poor computer performance, with the most likely causes being problems with the computer itself, particular websites, or specific applications.

Solution:

1. Save your work and restart the computer.
   a. Windows: Sign out. From the Sign In screen, click the power icon in the lower right and select Restart.
   b. Apple: Click the Apple menu icon and select Restart.

2. If the restart option cannot be selected or the computer does not respond, force a restart by pressing and holding the computer’s power button for 10 seconds to turn it off; wait 10 seconds before turning it back on.

3. Return to the previous applications or websites to confirm better performance.
4. If the problem recurs, note active applications or websites, along with any displayed error messages, and contact 4-TECH support at 410-704-8324, or use the CCLT chat service. Record error messages accurately, as they are very important for technical support staff.

Workaround:

1. If available, use a laptop computer instead of the built-in instructor computer for the class session.

No Sound from Computer (SCTPG-006)

Several factors can cause this problem. Rule out the simplest ones first.

Solution:

1. Crestron control systems include a No Sound feature; when selected, this will be indicated on the control panel. Press the No Sound button to deselect; the indicator will disappear, and the sound should resume. Use the Volume menu to adjust the audio level.
2. Select the correct input source. For classrooms with Dual Image capabilities, audio will come from the last source selected. Reselect the source for your audio and the sound should resume.
3. Find the speaker icon in the task bar (bottom right for Windows; upper right for Mac). A slash or X indicates muted audio. Click the icon to open the sound control and unmute. Use the volume slider to adjust the audio level. If the speaker icon does not appear, try signing out and back in.
4. Check the audio controls in the application or website; the sound may be muted or turned down.
5. If the above steps fail to resolve the issue, restart the computer and try again.

No Sound from Laptop (SCTPG-007)

To use a laptop with the classroom audiovisual system, connect it to the system and select the corresponding input source on the control panel. If the laptop is connected correctly, the audio should automatically pass through the system speakers.

Solution:

1. Check the laptop connections; they should fit securely.
   a. If using HDMI, a secure connection will pass audio along with video.
   b. If using VGA, connect the auxiliary audio cable to the laptop’s headphone output.
2. Turn on the audiovisual system with the Crestron control panel or ELMO document camera.
3. If the No Sound indicator displays on the control panel, push the No Sound button to deselect it. Use the Volume menu to adjust the audio level.
   a. In rooms with audiovisual carts controlled via remote, use the remote to adjust the volume.
4. Select the correct input source with the audiovisual control system.
a. On a Crestron control panel, choose **Laptop** for VGA connections, or **Auxiliary HDMI** from the **Source** page.

b. On an ELMO document camera, press the **Laptop** button—indicated by a laptop icon or labelled **Laptop**.

c. For systems controlled via handheld remote, use the remote to switch between available sources.

5. Find the speaker icon in the task bar (bottom right for Windows; upper right for Mac). A slash or X indicates muted audio. Click the icon to open the sound control and unmute. Use the volume slider to adjust the audio level.

6. If the above steps fail to resolve the issue, restart both the audiovisual system and the laptop.

**Laptop Image Does Not Display (SCTPG-008)**

To use a laptop with the classroom audiovisual system, connect it to the system and select the corresponding input source on the control panel.

**Solution:**

1. Check the laptop connections; they should fit securely.

2. Turn on the audiovisual system with the Crestron control panel or ELMO document camera.

3. If the **No Show** indicator displays on the control panel, push the **No Show** button to deselect it.

4. Select the correct input source with the audiovisual control system.
   
   a. On a Crestron control panel, choose **Laptop** for VGA connections, or **Auxiliary HDMI** from the **Source** page.

   b. On an ELMO document camera, press the **Laptop** button—indicated by a laptop icon or labelled **Laptop**.

   c. For systems controlled via handheld remote, use the remote to switch between available sources.

5. Use the keyboard to select the external display. Do not use **Extended** mode; always **Mirror** or **Duplicate** your screen.
   
   a. In Windows 10, press **Windows + P** and select **Duplicate** from the resulting menu.

   b. In macOS or older versions of Windows, use the table below to determine the correct key combination.

<table>
<thead>
<tr>
<th>Laptop Manufacturer</th>
<th>Key Combination</th>
</tr>
</thead>
<tbody>
<tr>
<td>Apple</td>
<td>Command + F1</td>
</tr>
<tr>
<td>Dell, Epson</td>
<td>Fn + F8</td>
</tr>
<tr>
<td>HP, Sharp, Toshiba</td>
<td>Fn + F5</td>
</tr>
</tbody>
</table>
7. If the above steps fail to resolve the issue, restart both the audiovisual system and the laptop.

Computer Monitor or Interactive Computer Monitor Problems (SCTPG-009)

Classroom computers have either standard flat panel monitors or interactive touchscreen monitors. The interactive monitors allow onscreen annotation and touch and/or stylus control of the connected computers.

Solutions:

1. If the monitor appears blank, use the power button to turn it on. On Planar monitors the button is a touch-sensitive button in the lower right-hand corner.

2. Verify computer power. The power button should show a steady light. If the light pulses, press the power button once.

3. Cycle through the monitor inputs using the buttons on the monitor. Look for an "auto detect" option, which will select the active input.

4. All monitors have three cables: power, USB, and video. Check these cables on the back of the monitor for loose connections; they should all fit tightly.

5. If the lectern has dual monitors, only one will be mirrored on the classroom display. Where available, use the **Computer Primary** and **Computer Secondary** buttons on the Crestron touch panel to choose which monitor to display. Otherwise, move shared content to the primary monitor.

6. If the above steps fail to resolve the issue, restart the computer.

Workaround:

1. Sometimes the computer will connect to the classroom display but not the instructor monitor. In this case, use the classroom display to continue until the problem can be addressed.

Additional Notes on the SMART Podium:

1. The SMART Podium requires a tethered stylus stored in a clip on the top rear of the display or on a magnetic tray on the front. If the stylus is missing, report it; do not use other implements to write on the screen.

2. The SMART Podium’s annotation features require the SMART Notebook software. If the software doesn’t work, relaunch it from **Windows Start > Programs** or from the **System Tray**. If this does not resolve the issue, restart the computer. If all these steps fail to resolve the issue, report it.

3. For how-to documents covering SMART Podium topics, see the **TU Classroom and Computer Lab Technologies website**.
Error: “The User Profile Service Failed the Logon. User Profile Cannot Be Loaded” (SCTPG-010)

Solution:

1. From the Sign In screen, click the power icon in the lower right and select Restart.
2. If the issue persists, report it as soon as possible.

Workaround:

1. The computer may be accessible to another person. If possible, have them sign in.
2. If available, use a laptop computer instead of the built-in instructor computer for the class session.
3. Move to another classroom if possible.
Audiovisual System and Component Problems

Remote Control Missing (SCTPG-011)

For the few rooms without control systems, handheld remotes control the projector and other media devices.

Solution:

1. Look inside the cabinet, in the chalk or whiteboard tray, on the computer keyboard tray, around or under furniture near the instructor station, etc.
2. Report the missing remote control as soon as possible by calling 4-TECH support at 410-704-8324 or contacting the academic department.
3. Control panels include DVD transport controls, accessible through the Controls button next to the DVD source button.

Workaround:

1. If safely accessible, use the projector’s manual power button to turn it on without a remote.
2. Use the DVD transport controls on the front of the player to play, pause, stop, etc.
3. Use the computer’s built-in optical drive to play DVDs with the VLC Media Player application. Select the Computer input source from the control panel. Classroom computers may not be able to play certain types of disc.
4. Connect a laptop to use the built-in optical drive. Select the Laptop or Auxiliary HDMI input source from the control panel.

Projector Does Not Turn On (SCTPG-012)

Solution:

1. Use the projector’s status lights to verify the power state.
   a. Single red light: projector is off.
   b. Single green light: projector is on.
   c. Any other lights indicate an issue with the projector that should be reported as soon as possible.
2. If the classroom has a control system, turn it off (Finish > Yes) and back on (Start > Project).
3. If the classroom uses a handheld remote control:
   a. Use the correct remote for the projector to turn it on. Check the brand name on the remote to verify that it matches the projector manufacturer.
   b. Some remotes have their own power switches. Set this switch to the On position and press the power button to turn on the projector.
   c. Verify that the remote has batteries.
d. Weak batteries may diminish the remote’s effectiveness. Attempt to turn on the projector from multiple angles and distances.

e. If safely accessible, use the projector’s manual power button to turn it on without a remote.

4. Report the problem or missing remote control as soon as possible by calling 4-TECH support at 410-704-8324, the CCLT chat service or contacting the academic department.

Projector Lamp Burned Out or Dim (SCTPG-013)

Most classroom projectors use a laser light source rather than traditional lamps, and so may be turned off.

Solutions:

1. Try steps for Projector Does Not Turn On (SPCTG-012)

2. Projectors with lamps may be very dim or display with a colored hue before the lamp completely fails.

3. Call 4-TECH at 410-704-8324 or use the CCLT chat service to report the issue. Leave a note on the lectern to inform other instructors of the problem and confirm that it has been reported.

Stuck or Jammed Media (Blu-ray/DVD/CD/VHS) (SCTPG-014)

Dismantling a media player or using force to extract a stuck disc or tape may damage the media or the player. If the media cannot be easily removed, call 4-TECH at 410-704-8324 or use the CCLT chat service.

Solutions:

1. For discs stuck in a computer’s built-in media drive, use the drive’s emergency release mechanism—a small hole on or near the media tray. Inserting a paperclip into this hole will release the media tray.

2. For media stuck in a player, turn the player off with the power switch, wait 20-30 seconds, and turn it back on. Attempt to eject the media again.

3. If the above steps fail to release the stuck media, report the problem by calling 4-TECH at 410-704-8324 or using the CCLT chat service. Leave a note on the lectern to inform other instructors; include contact information so the retrieved media can be returned.

No Sound from Room Speakers (SCTPG-015)

Solutions:

1. Crestron control systems include a No Sound feature; when selected, this will be indicated on the control panel. Press the No Sound button to deselect; the indicator will disappear, and the sound should resume. Use the Volume menu to adjust the audio level.

2. For computer audio, find the speaker icon in the task bar (bottom right for Windows; upper right for Mac). A slash or X indicates muted audio. Click the icon to open the sound control and unmute. Use the volume slider to adjust the audio level. If the speaker icon does not appear, try signing out and back in.
3. Select the correct input source. For classrooms with Dual Image capabilities, audio will come from the last source selected. Reselect the source for your audio and the sound should resume.

4. If the classroom uses a handheld remote control, press the Mute button to verify mute status and use the Volume control to adjust the audio level.

5. Check the audio controls in the application or website; the sound may be muted or turned down.

6. If the above steps fail to resolve the issue, restart the audiovisual system and computer.

7. If the issue cannot be resolved via troubleshooting, call 4-TECH at 410-704-8324 or use the CCLT chat service. Leave a note on the lectern to inform other instructors of the issue.

Motorized Screen Does Not Rise or Descend (SCTPG-016)

In rooms with Crestron systems, the screen should automatically descend when the system powers on.

Solutions:

1. Use the Screen menu on the Crestron controller to raise or lower the screen.

2. Use the wall switch to raise or lower the screen.

3. If the above steps fail to resolve the issue, do not attempt to manually lower the screen; this may result in damage. Report the issue by calling 4-TECH at 410-704-8324 or using the CCLT chat service. Leave a note on the lectern to inform other instructors of the issue.

No Sound from Instructor Microphone (SCTPG-017)

Classroom microphones may be used for in-room reinforcement, lecture capture, or videoconferencing; however, some microphones may serve only one of these functions. Call 4-TECH at 410-704-8324 or use the CCLT chat service to verify the microphone capabilities for specific rooms.

Solution:

1. Verify audiovisual system power.

2. On the Crestron control system’s Microphones menu, set the desired microphone to Use.

3. Verify microphone power, if possible. Where visible, colored status lights indicate the microphone power state (red: off; green: on).
   a. Wireless microphones have power switches on the bodypack transmitter.
   b. Some podium microphones have a small power button on the base.
   c. Some ceiling microphones have colored status lights.

4. Crestron control systems include a No Sound feature; when selected, this will be indicated on the control panel. Press the No Sound button to deselect; the indicator will disappear, and the microphone should become audible.
5. Wireless microphones require batteries and should feature a battery life meter. Dead batteries should be replaced, if possible.

6. If the above steps fail to resolve the issue, report it by calling 4-TECH at 410-704-8324 or using the CCLT chat service. Leave a note on the lectern to inform other instructors of the issue.

Workaround:

1. For lecture capture or videoconferencing, sign into the session with a laptop or mobile device to use its built-in microphone.

Article SCTPG-017; Version 2; Last Revised 10/23/2020

Crestron Control System Does Not Respond (SCTPG-018)

Solution:

1. In rooms with touch panel controllers, press the Start button, Power button (on the right-hand side of some touch panels), or tap the screen. If the display remains unresponsive, press the Finish button, wait 60 seconds, then press the Start button again.

2. In rooms with pushbutton controllers, press the Finish or Off button, wait 60 seconds, then press the Start or On button.

3. If the above steps fail to resolve the issue, report it by calling 4-TECH at 410-704-8324 or using the CCLT chat service. Leave a note on the lectern to inform other instructors of the issue.

Workaround:

1. Move to another classroom or use alternative teaching methods.

Article SCTPG-018; Version 3; Last Revised 10/26/2020

DVD or Blu-ray Player Does Not Play Disc (SCTPG-019)

Some classrooms have standalone DVD or Blu-ray players, which may be controlled by the Crestron touch panel or handheld remote.

Solution:

1. Insert the media label-side up and verify that the player has power.

2. Select DVD or Blu-ray as the active audiovisual source with the Crestron control system or handheld remote, depending on room configuration.

3. If No Show, No Sound, or AV Mute settings have been enabled, deselect them.

4. Remove the disc and check for dirt or smudges. Gently wipe it with a clean tissue or cloth before reinserting.

5. Turn the player off and back on with the built-in Power button.

Workaround:
1. Use the computer’s built-in optical drive to play discs with the **VLC Media Player** application. Select the **Computer** input source from the control panel. Classroom computers may not be able to play certain types of disc.

2. Connect a laptop to use the built-in optical drive. Select the **Laptop** or **Auxiliary HDMI** input source from the control panel.

**Copy Protection Error When Playing a DVD or Blu-ray Disc (SCTPG-020)**

Digital copyright protection may prevent certain discs, web content, or files from playing without corresponding hardware or license keys.

Commercial disc media may be coded to only play in certain countries. Personal or home-created media may suffer reduced compatibility or increased rates of failure.

**Solution:**

1. If the error occurred on a standalone DVD or Blu-ray player, try the computer’s built-in DVD or Blu-ray drive. If the error occurred on the computer, try the standalone player.

2. If available on the computer, try different media player applications—**VLC**, **Windows Media Player**, **Quicktime**.

3. If the above steps fail to resolve the issue, report it by calling 4-TECH at 410-704-8324 or using the CCLT chat service.

**Workaround:**

1. Connect a laptop to use the built-in optical drive. Select the **Laptop** or **Auxiliary HDMI** input source from the control panel.

**Computer Optical Drive Does Not Read Disc (SCTPG-021)**

**Solution:**

1. The computer’s optical drive may not be capable of playing some forms of disc media. For example, discs burned on a home computer may not function on all playback devices, and not all optical drives can read Blu-ray discs.

2. Insert the disc label-side up.

3. Select **Computer** as the active audiovisual source with the Crestron control system or handheld remote, depending on room configuration.

4. If **No Show**, **No Sound**, or **AV Mute** settings have been enabled, deselect them.

5. Remove the disc and check for dirt or smudges. Gently wipe it with a clean tissue or cloth before reinserting.

**Workaround:**

1. Connect a laptop to use the built-in optical drive. Select the **Laptop** or **Auxiliary HDMI** input source from the control panel.
No Sound from Media Player (SCTPG-022)

Solution:

1. Crestron control systems include a **No Sound** feature; when selected, this will be indicated on the control panel. Press the **No Sound** button to deselect; the indicator will disappear, and the sound should resume. Use the **Volume** menu to adjust the audio level.

2. Select the correct input source. For classrooms with Dual Image capabilities, audio will come from the last source selected. Reselect the source for your audio and the sound should resume.

3. If the classroom uses a handheld remote control, press the **Mute** button to verify mute status and use the **Volume** control to adjust the audio level.

4. If the above steps fail to resolve the issue, report it by calling 4-TECH at 410-704-8324 or using the CCLT chat service. Leave a note on the lectern to inform other instructors of the issue.

No Sound from Laptop or other Auxiliary Source (SCTPG-023)

To use a laptop or other auxiliary source with the classroom audiovisual system, connect it to the system and select the corresponding input source on the control panel. If the device is connected correctly, the audio should automatically pass through the system speakers.

Solution:

1. Check the laptop connections; they should fit securely.
   a. If using HDMI, a secure connection will pass audio along with video.
   b. If using VGA, connect the auxiliary audio cable to the laptop’s headphone output.

2. Turn on the audiovisual system with the Crestron control panel or ELMO document camera.

3. If the **No Sound** indicator displays on the control panel, push the **No Sound** button to deselect it. Use the **Volume** menu to adjust the audio level.
   a. If the classroom uses a handheld remote control, press the **Mute** button to verify mute status and use the **Volume** control to adjust the audio level.

4. Select the correct input source with the audiovisual control system.
   a. On a Crestron control panel, choose **Laptop** for VGA connections, or **Auxiliary HDMI** from the **Source** page.
   b. On an ELMO document camera, press the **Laptop** button—indicated by a laptop icon or labelled **Laptop**.
   c. For systems controlled via handheld remote, use the remote to switch between available sources.

8. Check the auxiliary device’s sound controls to toggle mute settings and adjust volume. On a computer, find the speaker icon in the task bar (bottom right for Windows; upper right for Mac). A slash or X
indicates muted audio. Click the icon to open the sound control and unmute. Use the volume slider to adjust the audio level.

9. If the above steps fail to resolve the issue, restart both the audiovisual system and the laptop.

Workaround:
1. Try wireless presentation if room equipped and can play desired media from laptop or phone.

Cleaning (SCTPG-025)

Solution:
1. Only use 70% isopropyl alcohol to clean AV and computer equipment, with either a spray and microfiber cloth, or pre-moistened wipes.
2. To clear interactive boards, only use Expo dry-erase erasers. Rags, paper towels, or other make-shift erasers may damage the surface. Do not use products such as Mr. Clean, Magic Eraser, hand sanitizer wipes, or Mr. Clean Wipes. To fully clean the board, spray with Windex or distilled water and gently wipe with a microfiber cloth.

SMART Board Does Not Display Digital Ink (SCTPG-026)

Solution:
1. Press the SMART Board icon in the system tray and select Control Panel. Choose SMART Board Settings to select Projected (Mouse Mode). Use the Check for Updates option to run the latest version of the SMART Board software.
2. Remove the pen from the pen tray to see whether the LED light over the tray illuminates. If not, the sensor window in the tray may be dirty. Clean this with a damp cotton swab.
3. If the above steps fail to resolve the issue, report it by calling 4-TECH at 410-704-8324 or using the CCLT chat service. Leave a note on the lectern to inform other instructors of the issue.

SMART Board Does Not Display Computer (SCTPG-027)

Solution:
1. The Computer may be off or in standby mode. See SCTPG-003 for troubleshooting steps.
2. Select the Computer input source with the audiovisual control system.

SMART Board Image Shifting, Flickering, or Blurred (SCTPG-028)

Solution:
1. Reexamine the board from a distance. Displays may appear blurry from a very close perspective.
2. If the image is verifiably blurry, adjust the settings for position, zoom and focus.

Interactive Display Does Not Respond to Touch Control (SCTPG-029)

Large touch screen displays occasionally lose touch functionality. Please note that this functionality only works with the computer built into the lectern or display itself, and cannot be used with other input sources.

Solution:

1. Save your work and restart the computer.
   a. Windows: Sign out. From the Sign In screen, click the power icon in the lower right and select Restart.
   b. Apple: Click the Apple menu icon and select Restart.

2. If the restart option cannot be selected or the computer does not respond, force a restart by pressing and holding the computer’s power button for 10 seconds to turn it off; wait 10 seconds before turning it back on.

3. If the problem reoccurs, report it by calling 4-TECH support at 410-704-8324, or using the CCLT chat service.

Wireless Projection Issues (SCTPG-030)

Some rooms are equipped with wireless projection devices (Mersive Solstice, Crestron AirMedia, AppleTV), which allow laptops and other devices to connect to the audiovisual system via WiFi.

Solution:

1. Select the correct input source on the Crestron touch panel or pushbutton controller. This may be labelled Wireless or with the specific wireless device (Solsticepod, AirMedia, AppleTV).

2. Connect to the tu-secure wireless network on the device you wish to display.

3. Some devices may be incompatible; for example, wireless streaming to AppleTV requires Bluetooth 4.0 or above.

4. When prompted, input the passcode shown on the display.

Camera & Microphone Problems (SCTPG-031)

Solutions:

1. No camera image:
   a. Select the correct camera in the application settings (Panopto/WebEx/Zoom).
   b. Try moving the camera to a different angle using the controls in the Crestron touch panel’s Record or Video Camera menu.
c. Only one application at a time can access the camera. Close any other applications with camera access.

d. If the above steps fail to resolve the problem, restart the computer.

2. No sound from microphones:

   a. Select the correct audio input in the application settings (Panopto/WebEx/Zoom).

   b. Adjust the microphone volume in the application’s audio settings menu.

   c. On the Crestron control system’s Microphones menu, set the desired microphone to Use.

   d. If the above steps fail to resolve the problem, restart the computer.
Network and Connectivity Problems

No Network Connectivity on Classroom Computer (SCTPG-032)

Computer sign in, web access, email, Blackboard, and network drive access require a network connection. An inactive or unavailable network connection will affect all services and sites—not just one. A potential network issue may be identified at sign in by an error message such as Domain Controller Not Found.

Solution:

1. Try multiple common websites (towson.edu, google.com, cnn.com, etc.). If one site works while another doesn't, this indicates an issue with a particular site and not the network connection.
2. If no websites will load, restart the web browser and try again.
3. Restart the computer.
   a. Windows: Sign out. From the Sign In screen, click the power icon in the lower right and select Restart.
   b. Apple: Click the Apple menu icon and select Restart.
4. Check the network cable connection at the wall or floor box near the lectern; a loose or unplugged cable will affect network connectivity. In some classrooms, these connections may be concealed beneath the lectern; move on to the next step below.
5. If the above steps fail to resolve the issue, report it by calling 4-TECH at 410-704-8324 or using the CCLT chat service. Widespread network outages or local issues may take some time to resolve; plan to continue teaching without online resources.

Workarounds:

1. Media players and document cameras function without network access; use these to play video content or display textbook pages.
2. If wireless internet has not been affected, connect a laptop to access online resources. Select the Laptop or Auxiliary HDMI input source from the control panel.

Network Drives (O:, H:, etc) Unavailable (SCTPG-033)

Personal network file storage (H: drive) and department file storage (O: drive) should automatically appear ("map") upon signing into campus computers. If one or both do not appear, they can be remapped manually.

Solution:

1. Sign out of the computer, then sign back in. This may reestablish the mapped network drives.
2. Map the network drives manually by following these instructions:


Workaround:
1. Open a web browser and launch the Virtual Workspace: [http://vw.towson.edu](http://vw.towson.edu)

2. Sign into the Virtual Workspace. Select Towson Desktop and open My Computer/This PC. O: and H: drives may be available through the Virtual Workspace but not on the local computer.

3. Even if this workaround succeeds, report the problem.

**Prevention:**

1. Before class, upload necessary files to Microsoft OneDrive before class to guarantee access from anywhere.

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**No Network Connectivity on Laptop (SCTPG-034)**

While most classrooms have wireless network connectivity, hard-wired connections guarantee faster speeds, more reliable connections, and fewer glitches. Most lecterns have either a network cable or open jack available to plug in laptops with ethernet ports.

**Solution (wired network):**

1. Shut down the laptop (Windows Start Button > Shutdown).
   a. Windows: Sign out. From the Sign In screen, click the power icon in the lower right and select Shut down.
   b. Apple: Click the Apple menu icon and select Shut Down.

2. Plug the network cable securely into the laptop. Connect video and sound cables.

3. Start the laptop.

4. If prompted, sign in with NetID and password.

5. Retry the network connection.

6. If the wired connection still does not work, try connecting to the wireless network.

**Solution (wireless network):**

1. Shut down the laptop (Windows Start Button > Shutdown).
   a. Windows: Sign out. From the Sign In screen, click the power icon in the lower right and select Shut down.
   b. Apple: Click the Apple menu icon and select Shut Down.

2. Unplug the network cable from the laptop before proceeding.

3. Start the laptop. After boot, attempt to visit a website.

4. Turn on the laptop’s wireless transmitter or radio. This process varies by laptop model and may require a hardware switch, function key combination, or software application.

5. Check the wireless signal strength indicator (“number of bars”); this signal may be too weak in particular areas.

6. Verify the network connection settings configuration for the university’s wireless network: tu-secure.
7. If the wireless connection still does not work, try the wired connection.

Workaround:

1. Use the lectern computer instead of the laptop.

Additional Notes:

1. Know your classroom before your first class and test your laptop before you need to use it. If you have problems, work with your department’s technology provider to get your laptop working.

2. You may need to bring your own network cable if the classroom uses a cable cubby. Verify this with your department.

Website Unavailable (SCTPG-035)

Websites that fail to load or produce errors such as 404 Not Found or 504 Service Unavailable may indicate the site itself being down, a loose network cable, or possibly a campus network problem.

Solution:

1. Try multiple common websites (towson.edu, google.com, cnn.com, etc.). If one site works while another doesn’t, this indicates an issue with a particular site and not the network connection.

2. Refresh the page.

3. If no websites will load, restart the web browser and try again.

4. Try another web browser; e.g. if using Internet Explorer, try Firefox or Chrome.

5. Check the network cable connection at the wall or floor box near the lectern; a loose or unplugged cable will affect network connectivity. In some classrooms, these connections may be concealed beneath the lectern; move on to the next step below.

6. Restart the computer.

   c. Windows: Sign out. From the Sign In screen, click the power icon in the lower right and select Restart.

   d. Apple: Click the Apple menu icon and select Restart.

7. If the above steps fail to resolve the issue, report it by calling 4-TECH at 410-704-8324 or using the CCLT chat service. Widespread network outages or local issues may take some time to resolve; plan to continue teaching without online resources.
Software and Configuration Problems

Desired Software Not Installed (SCTPG-036)

Arrange software installation requests 4-6 weeks in advance with the department technical support provider. The support provider will need to install and test the software with Administrator privileges.

Workarounds:

1. If available, use a laptop with the desired software instead of the lectern computer.
2. If your Towson office computer has the desired software installed and has been set up for Remote Desktop access ([http://remotedesktop.towson.edu](http://remotedesktop.towson.edu)) launch Windows Remote Desktop and sign into the office computer to use the software.
   a. This requires office computer’s name, which can be found on the office computer by right-clicking This PC and selecting Properties.
   b. Windows Remote Desktop only works with Windows computers; remote access to Macs is not supported.

Prevention:

1. Contact the departmental technical support, administrative assistant, or chairperson to request software installation—**not the Office of Technology Services**. Procedures vary by college and department, but advance notice will help technical support accommodate your needs.
2. If the desired software needs to be purchased, visit [https://www.towson.edu/software/](https://www.towson.edu/software/)

Note:

1. Towson University computers require Administrator rights to install software as a protection against viruses and malware. Temporary Administrator Rights cannot be granted for classroom or lab computer systems.

Multimedia Component Missing or Out of Date (Acrobat, Java, etc.) (SCTPG-037)

Websites with multimedia content or advanced interactive controls (sound, clips, animated graphics, movies, etc.) may require installed components. A missing or outdated component may cause a page to work incorrectly or fail to load. Installing these components may require Administrator rights, and so cannot be updated by faculty on classroom or lab computers. Call 4-TECH at 410-704-8324 or use the CCLT chat service to request the component update.

Solutions:

1. Restart the web browser and try again.
2. Try a different web browser; e.g. if using Internet Explorer, try Firefox or Chrome.
3. Restart the computer.
a. Windows: Sign out. From the Sign In screen, click the power icon in the lower right and select Restart.

b. Apple: Click the Apple menu icon and select Restart.

Preventions:

1. Test on the classroom computer several days before the class session requiring the component.

Workarounds:

1. The website may have another media option. Look for a button or link (e.g., Click for Non-Flash Version) and try the alternate version. For example, when using YouTube, request the HTML5 player instead of Flash (note: many browsers do this by default; in these cases the option won’t be available
   a. Go to www.youtube.com/html5
   b. Select “Request the HTML5 Player”
   c. Try playing the video again

2. Try the Virtual Workspace.
   a. Open a web browser and launch the Virtual Workspace: http://vw.towson.edu
   b. Sign into the Virtual Workspace. Select Towson Desktop and open My Computer/This PC. Open Internet Explorer and try to access the content.

3. If your Towson office computer has been set up for Remote Desktop access (http://remotedesktop.towson.edu) launch Windows Remote Desktop and sign into the office computer to access the content.
   a. This requires office computer’s name, which can be found on the office computer by right-clicking This PC and selecting Properties.
   b. Windows Remote Desktop only works with Windows computers; remote access to Macs is not supported.

3. If available, use a laptop. Select the Laptop or Auxiliary HDMI input source from the control panel.

Note:

1. As of 12/31/2020, Adobe Flash is no longer supported by the manufacturer

General Browser Problems: Cache, History, Cookies (SCTPG-038)

Web browsers save temporary files to work efficiently. Occasionally, corrupted or outdated information may cause a webpage to load incorrectly or not at all.

Solution (Internet Explorer):

1. From the Internet Explorer menu, click Tools > Delete Browsing History.

2. Check all the boxes EXCEPT Preserve Favorites Website Data, then click Delete. This process may take 1-2 minutes to complete.
3. Visit the problematic website again.

4. Try Internet Explorer’s **Compatibility View** (Tools > Compatibility View).

5. Some sites do not work properly in the restricted InPrivate mode. If using InPrivate browsing, close the browser and open a new window in “standard” mode. Try the website again.

6. Try a different web browser; e.g. Firefox or Chrome.

**Solution (Firefox):**

1. From the Firefox menu, click **Tools > Preferences > Privacy & Security > Clear Data**.

2. Visit the problematic website again.

3. Try a different web browser, e.g. Chrome or Edge.

**Solution (Chrome):**

1. From the Chrome settings menu (three stacked dots at the top right of the address bar), select **More Tools > Clear Browsing Data**.

2. Check the **Cached Images and Files** box, then click **Clear Data**.

3. Visit the problematic website again.

4. Try a different web browser, e.g. Firefox or Edge.

**Solution (Edge):**

1. From the Edge menu, click **Settings > Privacy, search, and services**.

2. Under the **Clear browsing data** section, click **Choose what to clear**, then **Clear now**.

3. Visit the problematic website again.

4. Try a different web browser, e.g. Firefox or Chrome.

**Solution (Safari):**

1. From the Safari menu, click **Clear History > Clear History**

2. Visit the problematic website again.

3. Try a different web browser, e.g. Firefox or Chrome.

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**Media or File Opens in Wrong Application (SCTPG-039)**

**Solution:**

1. **Windows:** Open **Windows Explorer** from the icon on the desktop or by clicking **Windows Button > Programs > Accessories**. Locate the file in the computer folder, right click on the filename, and choose **Open with**. Choose the correct application for the file and click **OK**.

   a. Note: Windows Explorer and Internet Explorer are different programs.

2. **macOS:** Locate the file with **Finder or Spotlight**. Right click or Ctrl + click on the filename and choose **Open With**. Select the correct application to open the file.
General Video Application Problems (Panopto/WebEx/Zoom) (SCTPG-040)

Most common issues with lecture capture or videoconferencing applications involve lack of audio or video. Before changing any settings in the application, check the volume, microphone, and camera settings on the classroom control system. Only run one video application at a time.

1. **Panopto**: Under **Primary Sources**, select the correct sources for **Video** and **Audio**. Use the volume slider to adjust the microphone audio; to avoid distortion, aim for levels in the green and yellow areas of the meter. For further information on setup and Blackboard integration, visit [www.towson.edu/panopto](http://www.towson.edu/panopto).

2. **WebEx**: Before joining a WebEx Meeting, click **Test Speaker and Microphone**. Use this menu to select and test your available speaker and microphone options. For more information, visit [http://www.towson.edu/webex](http://www.towson.edu/webex).

3. **Zoom**: Before joining a Zoom session, click the **Settings** sprocket icon in the top right-hand corner of the Zoom application window. Use the **Video** and **Audio** menus to select the correct camera, microphone, and speaker options.

Office365 (SCTPG-041)

Visit the following link for Office365 information: [http://www.towson.edu/office365](http://www.towson.edu/office365)
Sign In and Account Problems

Unable to Activate NetID (Account) (SCTPG-042)

Classroom computers require Towson University NetID credentials for sign in. New employees must activate their new NetIDs before signing in.

Solution:

1. Go to www.towson.edu/netID.
2. From the Faculty/Staff NetID Tools section, click Activate Your New NetID and follow the instructions.
3. Contact the Faculty/Staff Help Center during regular business hours to resolve any further issues.

Workaround:

1. The computer may be accessible to another person. If possible, have them sign in.
2. Media players and document cameras function without computer access; use these to play video content or display textbook pages.

Prevention:

1. Activate your NetID before walking into a classroom or lab. Do this during regular business hours so that the Faculty/Staff Help Center can resolve any issues. For security reasons, after-hours support cannot help with initial account activation.

Account Locked Out: Too Many Bad Password Attempts (SCTPG-043)

To protect accounts, the Towson University security policy enforces a 10-minute lockout period after six bad password attempts.

Solution:

1. Wait 10 minutes and try again; in the meantime, consider class activities or teaching methods that do not require the computer.
2. Reset your password to immediately clear the 10-minute lockout. If possible, have another person sign in to the computer to get temporary access.
   a. Go to www.towson.edu/netid.
   b. From the Faculty/Staff NetID Tools section, click Change Your Password and follow the instructions.
3. During regular business hours the Faculty/Staff Help Center may be able to unlock your account if the support staff can positively identify you; this is to protect your account security.

Workaround:

1. If possible, have a student sign in to the computer during the 10-minute lockout. This will at least allow internet and Blackboard access; Network storage (O: and H: drives) will not be available.
2. Media players and document cameras function without computer access; use these to play video content or display textbook pages.

Unable to Sign In Without NetID (SCTPG-044)

Classroom computers require Towson University NetID credentials for sign in. Guest accounts can be used for temporary access.

Solution:
1. A faculty or staff member may request a Guest NetID here: http://www.towson.edu/technology/netid/tools.html

Workaround:
1. The computer may be accessible to another person. If possible, have them sign in.
3. Media players and document cameras function without computer access; use these to play video content or display textbook pages.

Password Forgotten or Expired (SCTPG-045)

Classroom computers require Towson University NetID credentials for sign in.

Solution:
1. Reset your password using the self-service tool. If possible, have another person sign in to the computer to get temporary access.
   a. Go to www.towson.edu/netid.
   b. From the Faculty/Staff NetID Tools section, click Reset a Forgotten or Expired Password and follow the instructions.
4. During regular business hours the Faculty/Staff Help Center may be able to reset your password. For security reasons, after-hours support cannot help with password resets.

Workaround:
1. If possible, have a student sign in to the computer during the 10-minute lockout. This will at least allow internet and Blackboard access; Network storage (O: and H: drives) will not be available.
2. Media players and document cameras function without computer access; use these to play video content or display textbook pages.

NetID Unknown, Incorrect, or Forgotten (SCTPG-046)

This scenario occasionally happens at the beginning of a semester with new instructors who have not yet received their NetIDs.

Solution:
1. Email addresses and NetIDs are different; the NetID will never include @towson.edu.

2. Faculty/Staff Help Center support staff can look up NetIDs during regular business hours.

3. If you have not already done so, activate your NetID (see SCTPG-042 for process).

Workaround:

1. If possible, have a student sign in to the computer during the 10-minute lockout. This will at least allow internet and Blackboard access; Network storage (O: and H: drives) will not be available.

2. Media players and document cameras function without computer access; use these to play video content or display textbook pages.
Emergencies, Security

Theft of Equipment (SCTPG-056)

Action:

1. If you notice signs of equipment theft (computers, audiovisual equipment, etc.) call the University Police's non-emergency number at 410-704-2134 or 42134 from on-campus telephones.

2. Avoid touching anything in case the police need to dust for fingerprints.

3. Relocate to another classroom if necessary; close and lock the door to prevent further access until the police arrive.

4. Report the issue to your academic department as soon as possible.

Article SCTPG-056; Version 1; Last Revised 10/29/2020
Alarms, Room Access, Lockouts

Alarms: Room Entry and Security Systems (SCTPG-058)

Many classrooms and computer labs have alarm systems with keypads requiring punch codes to arm and disarm. Alarm codes are provided by the academic department or college that oversees a particular classroom or lab. Faculty should contact the department for access.

Action for lockout:

1. If the alarm code doesn't work or you don't know it, contact your academic department during regular business hours to confirm the code and get instructions for using the alarm system.

2. Another faculty member in the vicinity may be able to let you into your classroom, provided they have the correct code.

3. As a last resort, call the University Police's non-emergency number, 410-704-2134 or 42134 from on-campus phones. They may be able to let you in, provided you can identify yourself and they have the alarm code.

Action when the alarm is sounding:

1. If you arrive at a room and hear the entry alarm, do not enter. Immediately call the University Police on the emergency number: 410-704-4444 or 44444 from on-campus phones.

2. If you accidentally trigger an alarm, call the University Police's non-emergency number at 410-704-2134 or 42134 from on-campus phones.

3. Relocate to another room or take a break until the police can silence the alarm.

4. Close the door so the alarm noise doesn't disrupt other classes in the area.

Sonic Shock alarm units protect projectors, document cameras, computers, and other audiovisual components. The Sonic Shock system uses cables to secure equipment; equipment being removed or cables tampered with or cut will trigger the alarm and an automatic police notification.

Action:

1. If you arrive at a room and hear the Sonic Shock alarm, do not enter. Immediately call the University Police's emergency number: 410-704-4444 or 44444 from on-campus phones.

   a. Even though the police will be called automatically upon tampering, call them anyway and identify that it is a Sonic Shock alarm.

2. If you accidentally trigger a Sonic Shock alarm, call the University Police’s non-emergency number at 410-704-2134 or 42134 from on-campus phones.

3. Relocate to another room or take a break until the police can silence the alarm.

4. Close the door so the alarm noise doesn't disrupt other classes in the area.
Lockouts: Room Entrance (SCTPG-061)

Classroom doors may be secured with key, keypad, or swipe-card systems. Academic departments are responsible for issuing keys, codes, or arranging for card access.

Action:

1. Contact your academic department for access if the lockout occurs during regular business hours.
2. Another faculty member in the vicinity may be able to let you into your classroom, provided they have the correct key or code.
3. As a last resort, call the University Police’s non-emergency number, 410-704-2134 or 42134 from on-campus phones.
4. Relocate to another classroom.

Lockouts: Lectern or Audiovisual Cabinets (SCTPG-062)

Lecterns and audiovisual cabinets are secured with key or combination locks. Academic departments control access to keys and combinations.

Action:

1. Contact the academic department or 4-TECH (410-704-8324) for access during regular business hours.
2. The University Police do not have keys or codes for lecterns or audiovisual cabinets. Do not call them.
Accessibility

Accessibility for People with Disabilities or Injuries (SCTPG-060)

If a disability or injury prevents an instructor from using or reaching the classroom audiovisual system controls, special accommodations may include providing a laptop, relocating equipment, providing remote control capability, or assigning the class to another room.

Action:

1. Classrooms are physically accessible. Parking for people with disabilities is available throughout campus.

2. For in-room requests, start with your department's administrative assistant. Provide as much advance notice as possible, as coordinating services often involves several campus offices.

3. If a particular classroom situation is dangerous, distressing, or embarrassing due to an injury or disability, contact your department immediately.

4. Further information can be found here, including campus maps, parking information, and information about offices that provide resources to people with disabilities: https://www.towson.edu/accessibility

Article SCTPG-060; Version 1; Last Revised 10/29/2020
Other

Housekeeping Issues: Trash, Dirty Floors, Litter, etc. (SCTPG-063)

Action:

1. Follow instructions issued by individual colleges or departments.
2. Report problems to departmental administrative assistants, particularly recurring issues.
3. For emergency cleanup situations (spills, etc.) call Work Control at 410-704-2481.

Environmental and Building Maintenance Problems (SCTPG-064)

This includes lighting, heating, ventilation, air conditioning, plumbing, etc.

Action:

1. Follow instructions issued by individual colleges or departments.
2. Report problems to departmental administrative assistants or building coordinators, particularly recurring issues.
3. For more urgent matters, contact Work Control directly at 410-704-2481; also notify departmental administrative assistants.
4. Outside of regular business hours, call the University Police at 410-704-4444 for emergencies or 410-704-2134 for non-emergencies.

Lack of Chalk, Dry-Erase Markers, and Other Supplies (SCTPG-065)

Action:

1. During regular business hours, contact your academic department for replacement supplies.
2. Many instructors carry an emergency supply with them; consider doing the same.

Broken or Damaged Furniture (SCTPG-66)

Action:

1. Report the problem to your department's administrative assistant.
2. If a chair or table is in danger of collapsing or damaged in a way that could lead to injury, put a note on the damaged furniture to let others know.