

Technology Troubleshooting Tips

Secrets to Success

Difficulty: I cannot login to the computer.

Troubleshooting Steps to Take:

- Be sure your username and password are lower case.
- 2. Check to make sure the network cable is plugged tightly in the back of the

computer and the wall jack.

Difficulty: No remote for the projector or DVD/VHS Player. Where do I get batteries?

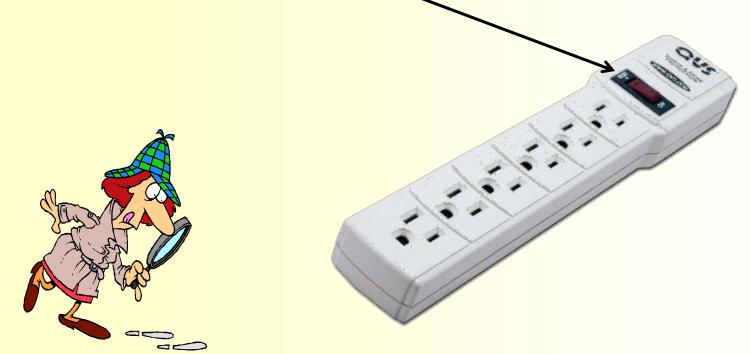
- Contact your library or office for batteries. All projectors were equipped with remotes and working batteries at installation.
- 2. VHS/DVD players are a building purchased and remotes came with them. See your administrator about purchasing a universal remote if the originals cannot be found.

Difficulty: No devices will turn on.

Troubleshooting Steps to Take:

Check all plugs and power strips have not been

turned off.



Difficulty: I am not able to hear audio (DVD, VHS, or computer audio files).

- 1. Make sure the speakers are on.
- 2. Make sure the "VOLUME/BALANCE" buttons are at an appropriate level.
- 3. Make sure the volume is on by double clicking on the "AUDIO" icon in the system tray and adjusting the levels. If it is muted you will not get any sound.

Difficulty: I am not able to hear audio (DVD, VHS, or computer audio files).

- 4. Make sure the audio cables from the computer, DVD/VHS are securely connected to the faceplate in the wall.
- 5. Make sure volume on wall volume control is up (this is for those who have speakers mounted in the ceiling).

Difficulty: There is no video displaying on the classroom screen.

Troubleshooting Steps to Take:

- 1. The computer must be on. Make sure the ceiling-mounted projector is turned on. (the blue led lights will appear on the projector) The lamp comes on slowly wait a few seconds.
- 2. If the remote does not turn on the projector,

move closer to the projector. The batteries may be weak.

3. If the projector stays on the white screen searching for signal check the SVGA cables on the faceplate are securely plugged in.

Difficulty: I cannot see my DVD or VHS tape.

- 1. Make sure the DVD/VHS Combo Unit is on.
- Make sure the DVD/VHS Combo unit remote batteries are working.
- 3. Push the "SOURCE" button on the projector remote.
- 4. The Projector will cycle thru the devices until it picks up the signal for the device.

Difficulty: No internet.

- Check the yellow internet connection on the faceplate – make sure it is securely plugged in securely at the wall and computer.
- 2. Try an outside web page, for example Google, in the event the district sites are temporarily down.

Before calling or Emailing the Help Desk:

Troubleshooting Steps to Take:

- Shut down computer, then restart.
- Check with a neighbor to make sure they are not having similar problems. This would indicate either a building connectivity issue or a district wide network issue.
- 3. Check all the items above.
 - 4. If you have done all these, call the Help Desk at 1633 or Email:

help@raypec.k12.mo.us

Difficulty: The site I want to access is being blocked.

Troubleshooting Steps to Take:

 By getting this on your screen, the site has been categorized as not suitable or has been put into a blocked category.





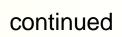
Difficulty: The site I want to access is being blocked.

Troubleshooting Steps to Take:

2. Click on submit button.







Difficulty: The site I want to access is being blocked.

- Fill out the form to have the site reviewed.
- An Email will be sent to verify the appropriate action.
- 5. View video tutorial



