

# Common A/V problems

## There is no video on the screen (or “no input” is displayed)

- Make sure the video cable is plugged into your laptop
- Make sure the correct input is selected (ie laptop vs computer) as per the appropriate instructions

## There is no audio

- Make sure the audio cable is plugged in
- Make sure the audio cable is plugged in to the *headphones* socket and not the *microphone* one
- Check the volume control on the laptop
- Check the volume control in the application
- Check the volume control on the lectern control panel

## The display panel in the lectern is blank

- Turn on the equipment from the control panel
- Press the buttons on the display panel so it “wakes up”
- If necessary, physically turn the lectern computer on using its power button

## I keep getting a student’s quota information on the screen

- A student has logged on to the lectern computer; restart it from the Start menu (*Start -> Shutdown -> Restart*)

## I can’t access the internet on the lectern computer

- Use *username@biz*, where *username* is your Business School user name, and your usual password when prompted

## I can’t “log on” to the lectern computer

- Restart the computer using the power button. It will automatically log on when starts.

**BITS Help Desk x7888 (8:30am – 6:30pm Mon-Fri)**

**Audio Visual Help Desk x2026 (business hours)**