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)