

# Conference Room Troubleshooting Documentation

Prepared by:



# No image appears when using projector

- Check to see if the Power Light is green, if flashing follow the steps below:
  - If the light is orange the projector may be in sleep mode.
    - Turn the projector off and back on from the touch panel.
    - If the projector does not turn off when the command is sent from the touch panel turn it off with the remote. Once back on confirm the projectors input is set to HDMI.
    - A different source might be selected. Press the source button on the touch panel that the user wants to send the image from.
    - Check to make sure all cabling is connected correctly to the source device.
- If the trouble still occurs, open a trouble ticket by filling out the online form with DataView at:
  - [www.dataviewsys.com/contact-us/support-request/](http://www.dataviewsys.com/contact-us/support-request/)

# Devices not responding to touch panel selections

- If the projector or any other device controlled by the Crestron processor is not responding to commands being sent then there could be a communication loss between the Crestron unit and the device. If this occurs, please follow the steps below:
- Power off all the devices in the rack.
- Turn the power back on and check to see if the devices are working, and responding to the commands being sent from the processor.
- Perform a hardware reset on the Crestron unit by using a tool with the diameter of a paperclip, and inserting it into the hole on the front of the processor labeled “HW-R”
- If the trouble still occurs, open a trouble ticket by filling out the online form with DataView at:
  - [www.dataviewsys.com/contact-us/support-request/](http://www.dataviewsys.com/contact-us/support-request/)