Troubleshooting

Can't hear any sound?

1. **Check both amps are powered volumes are up**
   External for mini jack lead, HDMI for DVD

2. **Check you are playing back audio on your device**
   Also check the volume isn't down or muted.

3. **If using a laptop check your sound preferences**
   these can sometimes lock to HDMI or other devices. Set to Headphones

Can't see any image?

1. **Make sure the TV is on and is set to HDMI 1** ⊡
   TV's may auto scan to a different source if no signal is detected.

2. **Make sure the HDMI Connector on the rear of the TV is attached**

3. **Check the HDMI Switch is on and the source light shows the correct device**
   If it doesn't press the input button to switch to the correct source.

4. **If using a laptop try replugging the HDMI cable**
   Laptops go through a process of 'handshaking' on each new connection which decides video settings. On macs in particular sometimes this doesn't always work first go.

5. **Check your Display Preferences**
   Your laptop may be using settings from a previous use which aren't compatible with our system, try using 'Best for Display'

I Want/Don't want to Mirror my Display

1. **You can set your Mirroring setting under System Preferences/ Display (Mac's) and under Control Panel/Display Settings.**

   1. Mirrored puts a duplicate of your laptop screen on the TV
   2. Extended Desktop puts a separate desktop screen up on the TV (this is useful for things like powerpoint presentations)

Contact/Reporting

Still having Problems?

Then please report the issue to the KCC Music Technology Department via:

E-mail: avsupport.music@trinitylaban.ac.uk
Phone: 0208 305 4471 (ext 4471)

Please include the Room Name and details on the issue/room use.

Its very important that any issues get reported as soon as possible so we can ensure a speedy resolution.

AV Knowledgebase

Looking for more information?

We have created a cross-faculty AV Knowledgebase site where you can find information on:

Loanable Equipment
Room AV
AV Hardware and Software Guides
Online Equipment Training Courses
and MORE…

as well as up-to-date information on AV projects/updates and Room Maintenance

avsupport.trinitylaban.ac.uk