**Procedure Run Form**

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| **Task:** | Troubleshooting PMC Auditorium Audio/Visual Issues |
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| **Duration:** | 5 – 30 minutes |
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| **Contact:** | Beaumont Oliver or Joey Fralick ([jfralick@clark-powell.com](mailto:jfralick@clark-powell.com)) (803-513-5560). Also [support@clark-powell.com](mailto:support@clark-powell.com). |
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| **Resources:** | none |
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| **Notes:** | This guide is to assist with troubleshooting PMC Auditorium Audio or Visual issues. This is especially helpful if IT is not available. If nothing in this guide seems to work, then open a support ticket with [support@clark-powell.com](mailto:support@clark-powell.com) or try getting in touch with Joey Fralick (our representative) to get assistance with resolving the issue. |

**Procedure:**

First make sure you have access to the touch panel on the wall (either side of the auditorium – assuming it’s in combined mode). The password for this is **4588**.

**Audio Issues – If no audio is present, or if it’s inaudible try following the below.**

* **Verify the sound on the touch panel is up.** Login to one of the touchscreen control panels on the wall and check the volume levels here to make sure it’s not turned down or muted.
* **Verify the sound on the laptop operating system is up**. You can check this by clicking the sound icon on the bottom right, and making sure the volume is up on that. A good way to test is to move the meter up or down and it should make a ring noise in the room.
* **Verify the sound is up on the application**. For example, if the video is playing on YouTube, make sure the sound level on that is turned up or not muted.
* **Check to make sure that the video or music file/application has sound to begin with**.Simply open another video or go to YouTube to test something else to make sure that the original file is not broke or has no sound. If you get sound from something else, then the issue lies with the file.
* **Check to make sure the default sound device is correct.** Click on the **Sound** icon on the bottom right**.** Make sure the auditorium speakers are set as default. If they are not, select the right one and click it (there should only be a few to try). Then test the sound again.
* **Restart the computer**. If none of the above works, it’s usually best to try rebooting the computer and testing again.
* **Restart the Room**. To restart the room, open the touch panel, input the password, and then choose **End Meeting**. This will shut off the room. After about 5 minutes, open the control panel again and choose **Start Meeting** to turn the room back on and then test again.
* **(Last Resort) Reset the rack in the back room.** If nothing else seems to work, first turn off the room from the touchscreen (End Meeting). Then open the AV rack door in the back room. At the bottom is the main battery for the unit. Push the power button and select “Turn off Immediately without Delay.” Let the rack power down to flush all power out of it. After about 5 minutes, turn on the battery. Everything should be booting back up and can take up to about 7+ minutes before even the touch screen becomes responsive. Once it does, input the password, combine the room (if whole room is being used), and then Start Meeting. Once the TVs are on test for sound again.

**Video Issues – If no video is present on one or more screens, try following the below.**

* **Verify the room is on.** Login to the touch panel and make sure that the panel shows that the room is on. If you see the button **Start Meeting** not highlighted, then it’s likely the room is not on and video will not show, so you will need to push that button.
* **Check the HDMI cable** to make sure it is snug on both the computer and the wall. Also try unplugging it and plug it back in both places.
* **Make sure the display setting is set to duplicate.** On the computer hold the Windows key down and tap the ‘P’ key until you get to the **Duplicate** option and then let go. See if the screens come on.
* **Restart the computer**. If none of the above works, it’s usually best to try rebooting the computer and testing again.
* **Restart the Room**. To restart the room, open the touch panel, input the password, and then choose **End Meeting**. This will shut off the room. After about 5 minutes, open the touch panel again and choose **Start Meeting** to turn the room back on and then test again.
* **(Last Resort) Reset the rack in the back room.** If nothing else seems to work, first turn off the room from the touchscreen (End Meeting). Then open the AV rack door in the back room. At the bottom is the main battery for the unit. Push the power button and select “Turn off Immediately without Delay.” Let the rack power down to flush all power out of it. After about 5 minutes, turn on the battery. Everything should be booting back up and can take up to about 7+ minutes before even the touch screen becomes responsive. Once it does, input the password, combine the room (if whole room is being used), and then Start Meeting. Check for video on the displays.

*If none of the above works, then the next best step is to open a support ticket with our contact with Clark-Powell.*[support@clark-powell.com](mailto:support@clark-powell.com)