USING CAMPUS PROJECTORS

Docking your Dell
1. Make sure all appropriate power sources are on. When using the OC hardware cabinets, the power to the cabinets must be turned on.
2. Turn the projector on. (on a very limited number of projectors the laptop must be on first. If you experience a problem you might try reversing the order)
3. From hibernate or sleep mode attach the laptop to the docking station.
   a. Use the hinge area on the laptop to press down so that damage does not occur to the laptop monitor.
   b. You should hear two clicks. If it is pressed on evenly it will possibly sound like one click. If the laptop is not fully engaged it will not function properly.
4. Open the laptop an press the Power button to activate the computer
5. Wait 10-30 seconds to see if the screen projects on the wall, the laptop, or both.
   a. To toggle from one state to the other you must press Fn+F8
   b. This is a cycle (figure 1) so continue to press Fn+F8 until you have the desired display mode.
   c. You must wait 3-4 seconds after pressing Fn+F8 for the computer to respond.

Undocking your Dell
1. Return the projection to the laptop screen only by pressing Fn+F8 until you reach this state.
2. Press the silver icon closest to the eject button on the docking station or click Start | Remove from dock.
3. Wait for the green light on the eject button to come on. Once the light is on you may eject the laptop.

Issues & How to Resolve Them
- **Docking on the correct docking station** - A Dell must be docked on a Dell docking station/part replicator and an IBM must be docked on an IBM docking station/port replicator. While it is not possible to dock on the wrong one, it is possible to damage the computer or docking station by trying to force something that won’t work.
- **Projecting only on wall or screen but not both** – There are two known reasons this could occur.
  - First, check the power to the docking station. If you do not see the buttons lit up with green lights on the docking station you know it is not getting power. Usually the power inside the hardware cabinet or a power strip needs turned on.
  - Second, the laptop may not been docked well. Make sure it clicks twice. A single click will usually allow some functionality, but can prevent duel projection
- **After docking the Dell you can not turn it on** – This typically means there is no power to the docking station. Make sure the power strip or the power in the hardware cabinet is on. Once the power is on to the docking station you should be able to power up your laptop or press the power button to bring it out of hibernate mode.
- **The only way I can get the laptop to run when docked is if the power is on and the screen us open when I dock.** – The docking station is not getting power. Make sure the power is on to the docking station.
- **The only thing that projects is a: prompt or a blinking cursor** – This may mean that the wrong power adapter is being used on the docking station. Check with the Help Desk.
- **When docking and projecting the screen says I am using the wrong Power Adaptor** – contact the Help Desk
- **My screen resolution changed after I undocked my laptop** - This can be overcome if you will follow the undocking steps. To return to the desired screen resolution
  1. Right click on the desktop
  2. Click Properties
  3. Click the Settings Tab
  4. Use the Screen Resolution slider to select your desired resolution
  5. Click OK
• **The icons move to the top right of my desktop window after using a projector** – There is not currently a solution to prevent this. Consider using fewer icons on your desktop and keep your icons to the left side of the desktop. Remember, you can place many of your shortcuts in the Windows Quick Launch bar. Also, consider using My Documents or other folders to manage your data.
  o To place a shortcut on the Quick Launch bar (next to the “Start” button) click and drag the existing shortcut on the desktop or its icon in the Start menu to the Quick Launch bar.
• **When first projection I am prompted that I am not using the optimal screen resolution** – Ignore the message and click OK. The majority of the campus projectors are not compatible with the capabilities of the Dell resolution.
• **I can not get my Dell to dock** – Check the side of the docking stating beside the eject button and make sure that the lock switch is off.
• **I can not undock my Dell** - Check the side of the docking stating beside the eject button and make sure that the lock switch is off.
• **The projector and laptop are on and connected, but I have no picture being projected** – This could be a number of issues. First try to cycle through the projection cycle (figure 1) making sure to pause at least three seconds with each step in the cycle. If this does not work the monitor may not be set to receive from the computer. Look on the projector remote for a button called Input, Mode, or RGB. This button is also a cycle that changes the input device from video to computer. Sometimes you will see computer 1 and computer 2. Click through the cycle pausing 3-4 seconds at each state to find the correct input option. It should be computer, but may display as RGB on some projectors.

### General things to know:

- **When docking** (figure 2), press on the hinge area of the Dell as not to damage the LCD screen on the laptop. It is also easier to ensure that it has been docked well.
- You should dock the Dell while it is in standby or hibernate mode.

![Figure 2: Proper Docking](image)

- It is possible to dock a Dell and project without the power being on to the docking station. However, this can cause significant problems. Make sure the power to the hardware cabinets is turned on so that the docking station will receive the necessary power to perform all its functions.
- If you dock your laptop while in standby or hibernate mode and the power is not on to the docking station you will not be able to power your laptop back up without undocking it or turning the power on.
- Docking a Dell without power to the docking station can cause you to only be able to display on either the laptop screen or the wall.
- You must use FN+F8 on the Dell or FN+F7 on the IBM to toggle from display on screen and monitor to screen only to monitor only. It is a cycle of three settings. You must give the projector about 3 seconds to make the change after pressing the key combination. It is possible that when docking it could start on any of these three steps in the cycle.
- Most of our projectors seem to work best if they are on before docking the laptop. Many work in reverse order as well, but sometimes require a few adjustments. If you find that it does not work by docking and then turning on the projector, simply remove your computer from the dock and re-dock.
- We have had an occasional IBM that docks and projects nothing. Just undock it and try it again.
- When docking with some projectors a prompt will appear saying that you are not displaying at the optimal screen resolution. Just click OK and ignore the message. Only our newest projectors (HBC) can handle the resolutions the DELL laptops utilize. The default resolution on the remaining machines seems to be fine and no change is required.
Before taking your laptop off of the dock it is best to:
- toggle back to laptop only mode using the FN+F8 key combination on the Dell. This will ensure that the laptop goes back to its default resolution in most cases. If the screen resolution fails to return to the desired setting the individual with the problem can call the help desk to reset the resolution. It is a very easy change.
- On the docking station press the silver button with the laptop eject icon. Wait for the light on the eject button to turn green and then eject.
- Some rooms do not have docking stations for both the IBM and Dell so it is necessary to connect the projector cable (figure 3) directly to the laptop (figure 4).
- If you are using a laptop other than the OC issued computer it is necessary to connect the projector cable directly into the computer. You will not be able to use the docking station.

**Figure 3: Example projector cable**

**Figure 4: Connecting projector & laptop**

What do I do when there is a problem?
- Be calm. The reality is that it is impossible to prevent all projection issues. Students will certainly experience problems when they enter the work force so it is better to help them see how to manage a problem than to allow the problem to manage you. Most any presentation should be able to be given without the presentation equipment. Being prepared with contingency plans is important.
- Make sure the power to the docking station is on.
- Undock the computer, wait a few seconds and try it again.
- If nothing seems to be working using the docking station you can disconnect the projector cable from the docking station and connect it directly to your laptop. This can overcome occasional problems.
- Try another laptop. If your material or the student’s material is saved to the network then you should be able to access it if you log on to another laptop.
- If student presentations are being given, have someone else go first and have the problem PC wait until you can get HelpDesk assistance.
- Call the HelpDesk (5555). It is likely that a student worker can be sent to help you resolve the issue. If you don’t have a phone, use your e-mail. Type helpdesk in the To: line and the computer should resolve the address for you. Make the message urgent by clicking on the exclamation point icon. In the subject line type something that will get their attention like “Immediate assistance needed”.
- Contact the North Institute at 1852 or 1854. While the NI is not for hardware support we are happy to assist as is possible.