

Debugging the Parish Hall A/V System

1. Sync Issue

Problem

There is an intermittent issue with one of the projectors not syncing to the computer & never getting past the startup screen.

Solution

This is an easy fix. Find the HDMI-SDI converter box on the floor below the video switch (see pic below). The cables on the right side of the box are labeled “Left” and “Right”. Un-plug & plug back in the cable that corresponds to the projector which is not syncing.



2. PowerPoint slides not shown on projection screens.

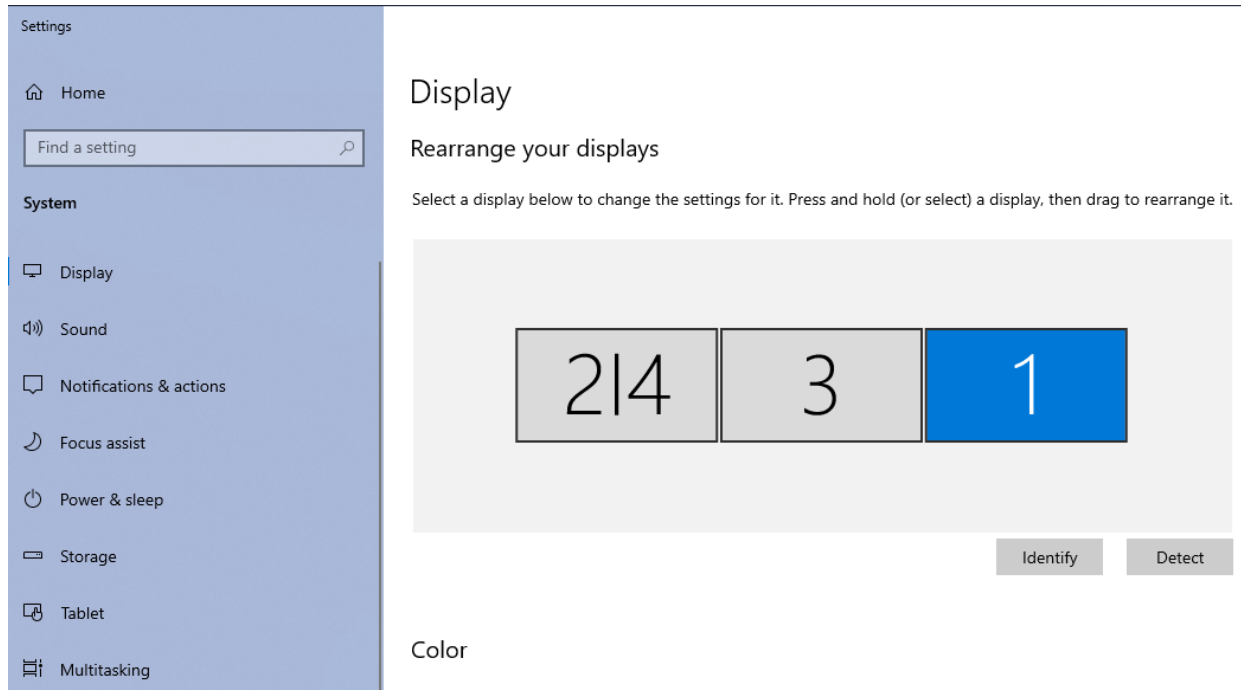
Problem

The PowerPoint slides do not appear on the projection screens and/or the presenter's view is not on the computer's left monitor.

Solution

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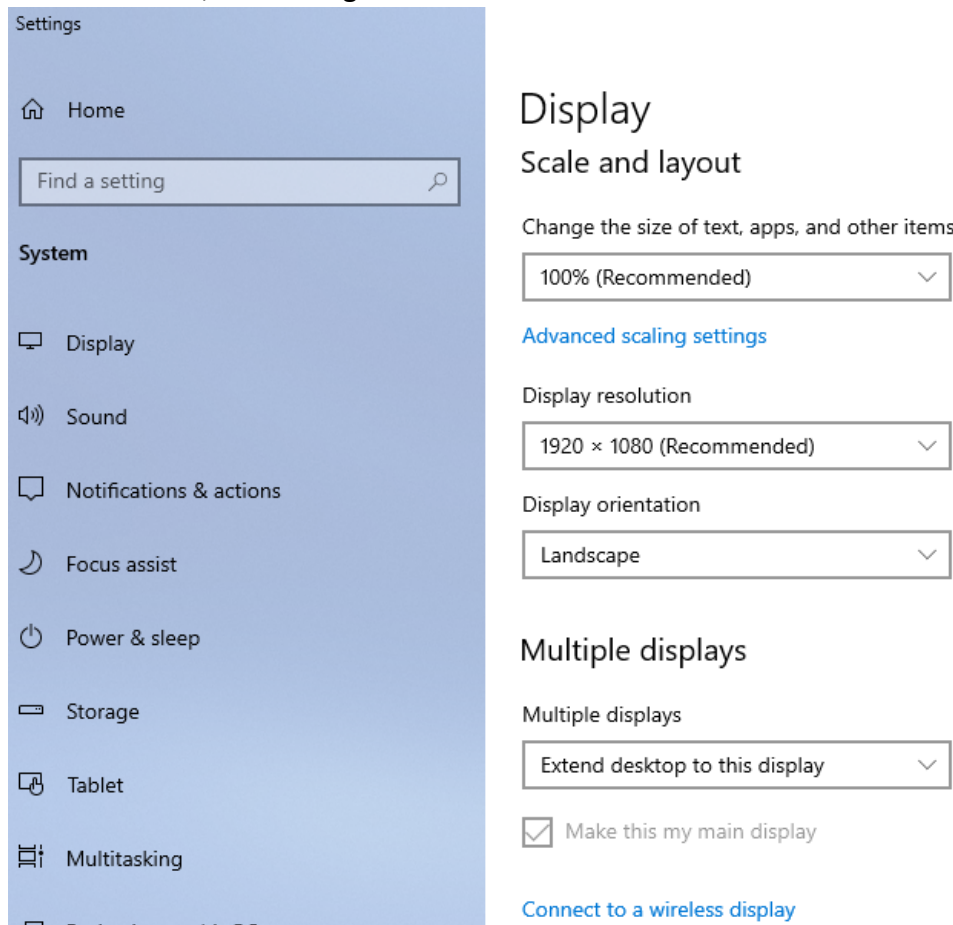
It's most likely the monitor settings. The monitor should be defined as follows:



To verify this, go into the Display settings (Settings > Display) and click on the **Identify** button. If they are not setup like this, verify the settings for each monitor by clicking on the numbered box as shown above, then scroll down & set the setting for each monitor.

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For **monitor #3**, the settings should be:



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For **monitors # 2|4**, the settings should be:

