

TEAL room issues

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- BA 2155
- BF 215
- MP 118
- MY 315
- MY 317
- MY 320
- MY 330
- MY 350
- MY 360A
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- MY 370
- MY 380
- MY 420
- MY 430
- MY 440
- MY 480
- MY 490
- OI 4422*
- SF 3201 (under construction)
- SK 620
- WB 130
- WW 119
- WW 120

Some (or all) of the TVs aren't turning on

Has the user selected the correct source and hit **Send to All Displays**?

Trying toggling the video mute button on and off, and make certain that **video mute has been turned off**.

If some (or all) of the TVs in a TEAL room aren't turning on, try clicking on the **Show Display Power** button, then clicking all of the TVs to **turn them off and back on again**. Often, this will successfully turn them on.

"I can't select my input/source?"

In TEAL rooms, when users say "It won't let me select my input" or "all the sources are greyed out," check to see whether they have "Show Display Power" selected in the top-right corner of the touchscreen - this blocks the user from changing sources.



Tell them to look at the top-right corner of the touchscreen and **select "Hide Display Power"** - this will allow them to change sources again.

Keywords: #TV #display #Technology #Enhanced #Active #Learning #off #black #broken #not #working #television #teevee

TEAL room issues changelog

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