TROUBLESHOOTING GUIDE:

No image from user device on big screen

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"I don't see my image on the big screen"

Common solution

Is the correct source selected on the Crestron? Is the device showing up on the preview?
- Have they sent the correct source to the projector?
- If they're using HDMI, are they on HDMI 1 or HDMI 2/Doc Cam?

Is the **projector not on?**
- on a Jr station or TDP, is it possible that the projector has gone to sleep due not receiving a video signal for several minutes? If so, try remotely **pressing the Display On/Power button**, and listening for whether you hear a projector on (*descending beeps*) or projector off (*ascending beeps*) sound.
- If you think the projector may have become "stuck" in sleep mode, try remotely **disabling it, then reenabling**

Has the user tried **unplugging & re-plugging** the HDMI cable into their laptop?
- including unplugging any adapters at both ends?
  - MacBooks released in 2015 and beyond have USB-C ports
  - MacBooks released prior to 2015 have Mini DisplayPort and HDMI ports
- is the HDMI cable from the station plugged into the adapter?

Have they tried **using the station's *other* HDMI** cable?

Have they tried **lowering the resolution** of their laptop? (sometimes the resolution is too high for certain Crestron AV systems to accept)

Before walking them through more complicated solutions, determine what kind of device the user is using:

- MacBook
- Windows laptop (including Microsoft Surface)
- iPad/iPhone
- Android tablet/phone
- Linux laptop
- Chromebook

How to find out the user's version of macOS

- "At the top-left of your laptop screen, in the menu bar, click the **Apple icon**, then select **About This Mac** from the menu."
- "In the window that pops up, it will say something like *macOS Monterey, version 12.6.3*. Can you please read out to me what it says on *your* laptop?"

Walkthrough for changing resolution

macOS Ventura (Version 13)

1. At the top-left of your screen in the menu bar, click the **Apple icon**
2. Select "**System Settings**"
3. On the left-hand side list of menus find and click the **Displays icon**
4. Select "**Crestron**" or "**HDMI**" in the diagram of displays
5. Select a different resolution in the list of resolutions and see if one of them produces an image on the big screen

macOS Ventura (Version 13) Resolutions

macOS Monterey (Version 12)

At the top-left of your screen in the menu bar, click the Apple icon, select System Preferences, select Display. In the bottom left of the Displays menu, click "Display Settings", and select "Crestron" or "HDMI" on the left-hand side list. In the "Resolution" options, select "Scaled".

1. At the top-left of your screen in the menu bar, click the **Apple icon**
2. Select **System Preferences** and choose **Display**
3. In the bottom left of the Displays menu, click "**Display Settings**"
4. Select "**Crestron**" or "**HDMI**" on the left-hand side list
5. In the "**Resolution**" options, select "**Scaled**"
6. **If you get a selection of tiles ranging from Larger Text to More Space:** Choose one of the resolution options with larger text that produces an image on the big screen.
   a. **If you get a list of resolutions:** Choose one of the smaller resolutions that produces an image on the big screen.

macOS Monterey (Version 12) Resolutions
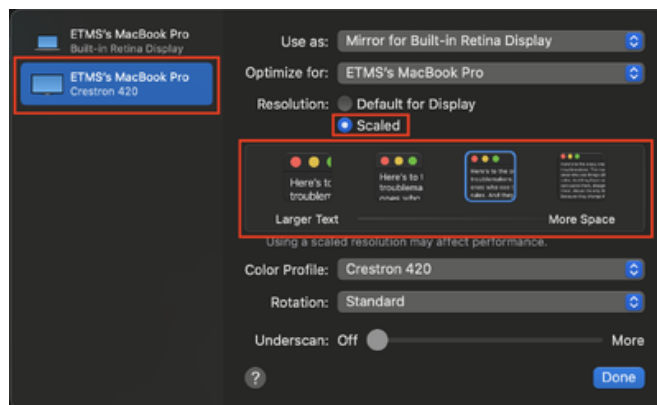
macOS Big Sur (Version 11)/Catalina (Version 10.15)/Mojave (Version 10.14)/High Sierra (Version 10.13)
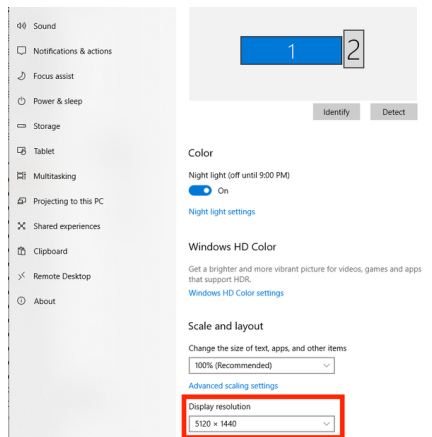
Soon come, mi selector...

Windows 10

1. Click **Start** (or press the **Windows key**) and select **Settings** (the **gear** icon)
2. Select **System**, then **Display**
3. Select **Display 2** by clicking it in the **arrangement diagram**

4. Scroll down to "**Display resolution**" and try different resolutions
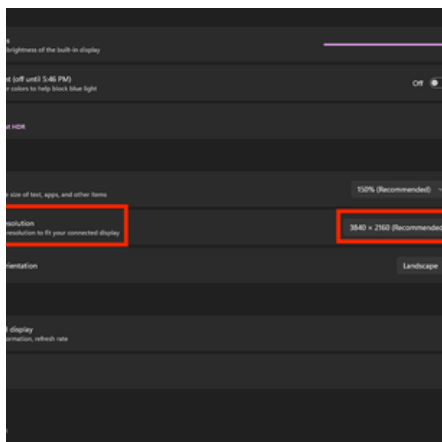
Windows 10 Resolution Settings

Windows 11

1. In the **bottom left search bar** beside the Windows icon, type in "**Display Settings**"
2. Select **Display 2** by clicking it in the **arrangement diagram**
3. Scroll down to "**Display resolution**" and try different resolutions

Windows 11 Resolution Settings

# "I only see my **desktop wallpaper** on the big screen"

This indicates they are on extended mode. They can drag the window they want to project onto the external display, or they can mirror their displays.

Walkthrough for mirroring displays

macOS Ventura (Version 13)

1. At the top-left of your screen in the menu bar, click the **Apple icon**
2. Select "**System Settings**"
3. On the left-hand side list of menus find and click the **Displays icon**
4. Select "**Crestron**" or "**HDMI**" in the diagram of displays
5. In the "**Use as**" drop-down menu, select "**Mirror for Built-in Retina Display**"

macOS Ventura (Version 13) Display Settings
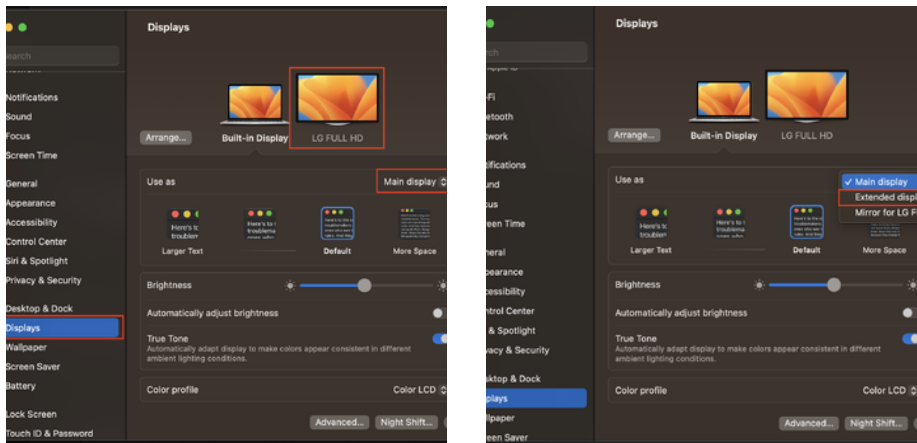
macOS Monterey (Version 12)

1. At the top-left of your screen in the menu bar, click the **Apple icon**
2. Select **System Preferences** and choose **Display**
3. In the bottom left of the Displays menu, click "**Display Settings**"
4. Select "**Crestron**" or "**HDMI**" on the left-hand side list
5. In the "**Use as**" drop-down menu, select "**Mirror for Built-in Retina Display**"

macOS Monterey (Version 12) Display Settings

macOS Big Sur (Version 11)/Catalina (Version 10.15)/Mojave (Version 10.14)/High Sierra (Version 10.13)

1. At the top-left of your screen in the menu bar, click the **Apple icon**
2. Select **System Preferences** and choose **Display**
3. Click on the **Arrangement** tab
4. Check "**Mirror Displays**"

macOS Big Sur (Version 11)/Catalina (Version 10.15)/Mojave (Version 10.14)/High Sierra (Version 10.13) Display Settings

Windows 10 Display Settings

1. Click **Start** (or press the **Windows key**) and select **Settings** (the **gear** icon)
2. Select **System**, then **Display**
3. Select **Display 2** by clicking it in the **arrangement diagram**
4. Scroll down to "**Multiple displays**" and select "**Duplicate**"

Windows 10 Multiple Displays Settings

Windows Shortcut

1. Hold the **Windows key** on your keyboard and press the **P (as in Peter) key**
2. In the right-hand side pop up menu, select "**Duplicate**"

Windows Key + P Key Menu

Windows 11

1. In the **bottom left search bar** beside the Windows icon, type in "**Display Settings**"
2. Select **Display 2** by clicking it in the **arrangement diagram**
3. At the bottom right of the arrangement diagram, click "**Extend these displays**" and select "**Duplicate**"

Are they able to get an image up from the **Desktop PC instead**, and use that as a temporary solution?

If you can't resolve the issue remotely and have to send staff to room 🚨

There are a couple of things you can ask the user to try while they're waiting:
- **Restart their device -** this has worked several times for us with Apple devices + cheap (e.g. QGeem) adapters.
- **Ask to borrow a student's device** - and if that device gets an image up, then the instructor can potentially use it to present (just temporarily, for one class).

Special Cases

Is the HDMI cable going **into their device at an odd angle**, because the weight of the cable is pulling downward?

iPads

There are no iPadOS software settings we can change, so there are fewer solutions we can try out over the intercom than with laptops.

- Asking them to **unplug & re-plug the USB-C adapter upside down** can help (i.e., flip it). It might take trying several times to get it to work.
- **Certain adapters will work with certain models** of iPads, and not with others.
  - Apple-branded adapters are the ones most likely to work.
  - Looks like the QGeem dongles work with the older iPad Pros with plain old USB-C, but not the most recent ones (5th Gen) which have Thunderbolt / USB 4 USB-C. (-Dave)
  - A certain model of old USB-C Mac adapter is like a secret weapon! They're often the only thing that works: Model A1621 EMC 2877 (-Jon)
- If it's worked in that same room in the past, consider asking them to **reboot their iPad**. IanS says that because he leaves his iPad Pro on pretty much all the time, sometimes it just needs a reboot to regain the ability to send out a video and/or audio signal.

USB-C ports

On newer devices, it's becoming more common to **encounter USB-C ports that are intended for power or data _only_ – not AV.** This includes certain Dell laptops:
- If the user is having trouble getting their image up via USB-C, start by asking: does your device have an HDMI port? That's the best port to use.
- If they only have USB-C ports, ask them: "has the port you're plugged into ever worked for sending your image before?", as a guide.
- When supporting remotely, the fastest thing is usually to ask the user to try each different USB-C port until they find one that works.

Are they using a Chromebook?

- **we're not prepared to support Chromebooks remotely**, so send staff to the room 🚨
- to get to the **Settings** menu in ChromeOS, tell users to go to the bottom right corner of their screen, and click on the **battery/time area**. Then in the menu that pops up, click on the **gear icon to open Settings**. There, look for an option called "**Device**." They'll have to figure it out for themselves from there, until the technician arrives.

Windows 11 Refresh Rate

Problems getting image up can sometimes by solved by **lowering refresh rate** to: 25 Hz interlaced

Keywords: *#nothing #black #empty #missing #not #working #broken #projecting*

No image on big screen changelog

See all

+ New ⌄   ⊞ Edit in grid view   ↗ Share   ⬚ Export to Excel   •••   ☰ Newest Entries ⌄   ⓘ

Description of ... ⌄	Date Updated: ↓ ⌄	Updated by: ⌄
Improved instructions for asking re: user version of macOS into two carefully-crafted quotes	3/10/2023	Ian Swain
Added a link to Zoom Issues section on changing from mirror to extended in display settings.	1/12/2023	Joshua Chau
Added "restart device" and "ask to borrow student's device" to list of options.	1/11/2023	Michael Duffield