

TROUBLESHOOTING GUIDE

Room PC not working

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Confirm that they have "Room PC" **selected as their source** on the touchscreen.

Ask whether they can see anything in the **Preview image on the touchscreen**.

Confirm that the **keyboard & mouse** are turned on (if wireless). Ask them to hit ENTER on the keyboard to wake it back up.

If that doesn't succeed, in some rooms users are able to physically access the Room PC via a front shelf built into the Teaching Station. Ask them to **try pressing the PC power button once**, to restart the PC (or turn it back on).

- If the Room PC is not physically accessible, ask a technician to visit the room and **open the podium to turn on the Room PC** 🚨

Room PC username & password – You don't need the username & password. Instead: reboot the desktop (pull out the power supply if need be), and it should auto-login.

- If the Room PC prompts for a **password to login to the user account "Presenter"**, then follow these steps:
 - unplug the Ethernet cable to the Room PC,
 - restart the Room PC again,
 - after it's finished restarting, plug the Ethernet cable back in again.
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Keywords: #Desktop #computer #Dell #built-in #teaching #station #crashed #not #turning #on #turned #won't #turn #off #frozen #can't #cannot #login #password #prompt #account #username

Room PC not working changelog

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Description of ... ▾	Date Updated: ↓ ▾	Updated by: ▾
Added text re: troubleshooting "Presenter" username login prompt	2/27/2023	 Ilan Swain
Built beta version on Talkmaster KB site	12/5/2022	 Joshua Chau
Added lots of their own notes	8/15/2022	 Alex Werden  Michael Duffield

Properties

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