

## TROUBLESHOOTING GUIDE

# Room PC second (annotation) display & Extended Mode issues

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## Room PCs can only be used in Extended Mode in rooms with second (annotation) displays

- In rooms that have only a single user-facing touchscreen display, the **Room PC can only be used in Duplicate Mode** (same image on the big screen as on touchscreen preview)
- If the user wants to view content in Extended Mode (e.g. the notes page of a PowerPoint presentation), they will have to **connect their personal laptop** to the Teaching Station and use it in Extended Mode

## How to activate the second (annotation) display

- When you hit "Room PC" on the main display (touchscreen), the second display should come on
- It only turns on when Room PC is selected, and it is set as an extended desktop
- If it's not showing PowerPoint notes, it may have been switched to duplicate desktop. Try switching back to extend.

- Windows+P and select "Extend"

## How to locate the power switch on the second (annotation) display

- Turn the second display on with the on/off button at the bottom right corner of the display.
  - A few second displays are touchscreens with the on/off button located on the back of the display.

## If the second display is turned on, but blank

- the Room PC may have been switched to "PC Screen Only" mode (this happens sometimes)
- Windows+P and select "Extend"
- If the above doesn't work, the touchscreen cables may have become disconnected. **Send a co-pilot** 🚨

**Keywords:** #second #screen #annotation #extended #mirror #duplicate #Desktop #computer #Dell #built-in #can't #won't #doesn't #work #not #working #stuck

## Room PC extended annotation display changelog





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 Joshua Chau