

# Image is too big or too small (incl. Lens shift)

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## Questions

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  - HS 610
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  - *Please comment on this page if there are any rooms missing from this list! And we'll update the list* 👍

## Questions

**When you look at the physical projector hanging from the ceiling, does it look like it's been shifted from its normal position?**

- If yes, send staff to the room w/ a remote 🚨
  - the projector may have been physically shifted from its normal position. Or it may have had its settings changed.

**Can you describe the brand & model of the device you're using?**

- Some newer, higher-resolution devices have issues displaying correctly in rooms with older equipment
  - e.g., a device with a 16:9 display aspect ratio being used in a room that has older equipment with a 4:3 aspect ratio
- This problem tends to be very device-specific, which makes it difficult to troubleshoot remotely. So send staff to the room 🚨
- While staff is on the way, you can ask the user to try going into their display settings, and changing the resolution and display aspect ratio, to see if that makes a difference.

**Does the touchscreen have buttons on it labelled **Projector Only** and **Projector and Blackboard**?**

- If yes, then the projector may be on the wrong Lens shift position. Ask them to follow these instructions:
  - [How to select which projector lens shift position you want to use](#)

**Does the room have four-panel sliding blackboards in it?**

- If yes, then the projector may be on the wrong Lens shift position. Ask them to follow these instructions:
  - [How to select which projector lens shift position you want to use](#)

## Actions

### How to select which projector lens shift position you want to use : **Projector Only** or **Projector and Blackboard**

- First, press **Send to Projector**
- This will reveal two other buttons for you to choose from: **Projector Only** and **Projector and Blackboard**
- One of the two buttons should say "Active" beneath it on the touchscreen – that's the projector lens shift position that's currently chosen
- To switch to the other projector lens shift position, press the other button

### How to adjust the projection screen to the correct position for **Projector and Blackboard** mode (partway up)

- Look for the projector control panel on the wall: it usually looks like a funny-looking light switch, with up & down arrows
- But the up and down buttons automatically send the screen to the very top and the very bottom. So we're going to do something special.
- In the next step, you're going to use the **stop** button on that control panel. It's the button in the middle that is *not* an arrow. You're going to use the arrow button to raise or lower the screen in the right direction. Then when the screen reaches a position just above the bottom blackboard, you're going to hit the **stop** button to freeze it in that position, only partway up.
- Okay let's try it: go ahead and use one of the arrow buttons to start raising or lowering the screen, and when it gets to the correct position, hit the **stop** button.
- If you're having trouble getting it to stop in the right place, you might have to try several attempts.

## What to do if the **Projector Only** and **Projector and Blackboard** buttons on the touchscreen aren't changing the size of the projected image

- Send staff to the room 🚨, and send them the link to this KB page: [Lens shift set-up + troubleshooting\\_\(ln-room\)](#).
- The link will open in the Sharepoint app on their phone

## How to send in-room troubleshooting instructions to a co-pilot



- Send them a link to this KB page: [Lens shift set-up + troubleshooting\\_\(ln-room\)](#).
- The link will open in the Sharepoint app on their phone

## About

### What is lens shift?

- Lens shift is a feature that allows projectors to switch between two different image positions

### What do we use it for?

- Here at U of T, we use this feature to give room users the ability to switch between two different image positions:
  - **Projector Only** – projecting image onto the screen, full-size
  - **Projector and Blackboard** – projecting image only *above* the blackboard (the image is smaller)
    - This is so room users can partially raise the projection screen and show their image, while simultaneously writing on the blackboard below.
- Here are [photos](#) of what the projection screen and image look like in each position

# How are lens shift rooms different from other rooms?



- On the touchscreen and remote Xpanel (which look exactly the same), they have buttons for **Projector Only** and **Projector and Blackboard**
- They have four-panel sliding blackboards

**Keywords:** #wrong #position #covering #up #cover #too #high #low #on #top #small #big #wrong #black #board #laptop #phone #iPhone #tablet #chalk

## Image too big too small changelog

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