TROUBLESHOOTING GUIDE

USB ports not working

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Try a different USB port on the top of the teaching station. Be patient and give the Room PC a minute or two to recognize the USB device.

If none of the USB ports on the top of the teaching station work, the desktop PC may be accessible, so have them **try one of the ports on the desktop PC** if one is available.

If none of the ports read the USB key, **ask if they use the key with an Apple device** (in which case, their USB key might be formatted for Macs only).
- If "yes", recommend if possible that they **use their Mac** and connect it to the station using the HDMI cable.

If that's not possible, ask them if it's possible to **borrow a student's laptop to email the files to themselves**, then use the Room PC (if available) to open their email and display that slide. This can also be done with a Tech2U station (if available).

Keywords: *#USB #port #plug #thumb #flash #drive #USBA #USB-A #disk #HD #portable*

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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
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