Issues

* Signal on the four TVs in EV was fuzzy
  + Fix:
    - Adjust the RCA (red, yellow, white) switcher above the main computer (the one that controls the PowerPoint, usually will be facing the city hall area) until the static is gone
  + Possible Cause:
    - Loose or old RCA (red, yellow, white) cables or old switcher, loose connection.
* Keypad not working in Bank in EV
  + Fix:
    - Unplug it, plug it back in.
  + Possible Cause:
    - Accidentally unplugged by a kid, or loosened.
* Access point in FP flashing green, devices not connecting to network PCSB-Wireless
  + Fix:
    - Go into server room by the bus drivers in FP, disconnect the yellow wire that is associated with the specific AP. To find out which, unplug each one and have someone radio you to find out which AP was turned off (by the light on the AP going off). Plug it back in afterwards. That should cycle the AP and it should work connect to devices again.
  + Additional Notes:
    - Access point is cisco, flashing green means internet is connected but devices not connected
    - Put in a ticket to Robert/Networking/Spencer
    - <http://jacob-network.com/4060/cisco-access-point-led-status>
    - <https://www.cisco.com/c/en/us/td/docs/wireless/access_point/700/quick/guide/ap700getstart.html>
* Can hear kids speak outside EV through their microphone. Standing outside the EV room with the doors shut, you can hear through the speaker system above, the kids speaking through their mic but with a more muffled sound.
  + Fix:
    - Audio specialists came and fixed it (2/3/22)
  + Possible Source:
    - HSN microphones, Mix 100.7 microphones
  + Additional Notes:
    - I tried out the wireless mic in HSN, the one on the glass table. I turned it on and walked through EV, tapping it. I could hear the feedback coming through the phone booth on the outside of HSN, but not through the speaker outside.
    - Coming from Mix, can hear the kids saying ads and music being played through both speakers outside EV
* The small, mounted TV on the wall in the first room of Rays does not show/connect to the laptop.
  + Fix:
    - TBD
  + Possible Cause:
    - Broken ports on the TV (Vizio)
  + Additional Notes:
    - This TV is supposed to be displaying a duplicate image of the laptop, the monitor on the desk next to the laptop, and the large, mounted TV in front of the camera.
    - This setup is connected via a HDMI splitter (used for when you want multiple TVs to connect to display the same image at the same time). It is plugged into the laptop on the desk, which then goes into the main TV on the wall in front of the camera, the small monitor on the next to the laptop, and to the small TV outside of the main room.
    - One of the HDMI cables (the blue braided one) runs up the wall and connected to a HDMI switcher (this switcher has 2 ports, both do not work).
    - The switcher then has another HDMI cable coming on the other side that connects to the TV.
    - Connecting the HDMI cable from the switcher directly to the HDMI port on the TV does not work.
    - Connecting the HDMI cable to a HDMI to VGA adapter and plugging that into the RGA port on the TV also shows no picture.
    - Connecting an HDMI cable directly into the HDMI port on the TV, or the RCA port using an HDMI to VGA adapter without using the switch into the laptop or another device also does not work or show a display.
    - Have not tried using an RCA (red, yellow, white) connection directly to the ports on the TV or using an HDMI to RCA adapter.
    - Unplugging the TV and plugging back in also does not work.
* Main computer in EV was flashing the main screen saver and not staying on
  + Fix:
    - Hard resetting the computer, held down power button to turn it off, waited 10 sec, then turned it back on.
  + Possible Cause:
    - Unknown
* WordArt in MS Publisher printing out blocks instead of the letters
  + Fix:
    - Convert the publisher file into a PDF
  + Possible Cause:
    - Computer doesn’t recognize the type of font
  + Additional Notes:
    - Requested by Mary, front desk
    - Suzy in the front office prints out the same file and it works fine.
    - Tried different WordArt fonts, some worked fine, some didn’t
    - Could be an issue with font substitution
* Computer in Tech Tech office is shutting down unexpectedly
  + Fix:
    - TDB
  + Possible Cause:
    - Overheating power supply (PSU)
  + Additional Notes
    - Opened chassis to clean out dust but everything was clean (2/2/22)
    - 9/22/22: Now use a laptop instead of the old tower. No issues.
* Rays camera charger loose, keeps disconnecting
  + Fix:
    - Wiggled charger around to the proper position, placed a small piece of paper to prop it up.
  + Possible Cause:
    - Loose port, connector
  + Additional Notes
    - Tried to switch the charger cables with a new one from my office but the wires are ziptie’d to the tripod, didn’t want to cut them and rearrange the whole set up again.
    - Will return to this issue if charger is completely loose and disconnected.
* Computer in HSN sales shuts off randomly.
  + Fix:
    - Replaced power cord with new one from my office
    - (2/4/22: still shutting down, fix unknown)
    - (9/22/22: haven’t gotten any notice about this since)
  + Possible Cause:
    - Loose power cord, faulty power cord
    - Overheating?
  + Additional Notes:
    - Taped the back of the desk to the power cord so nobody accidentally moves it or kicks it.
    - Kim addressed this, said it happened twice in a day, two days in a row
    - She found a workaround in wiggling the power cord until it came back on, which clued me in to replacing the cord.
* Laptop ATM in EV not turning on
  + Fix:
    - Unplugged laptop from charger, held down power button to turn it off, turned it back on
  + Possible Cause
    - Laggy sleep mode?
    - Overheating?
  + Additional Notes:
    - Didn’t really have to do much to fix it
* Rays HSN TV not displaying HSN broadcast
  + Fix:
    - Changed the change to 2
  + Possible Cause:
    - Channel was not on 2
  + Additional Notes
* HSN TVs have no signal on all TVs except for HSN
  + Fix:
    - Spectrum has to come in and fix it
  + Possible Cause
    - Unknown
  + Additional Notes
    - This has happened before, if it happens again then tell the boss and then Spectrum should come and handle it
    - Should be on channel 2 always
  + Workaround (2/4/22)
    - The channel 2 was off the air, if it happens again, what we did was setup a laptop with a webcam and streamed the video through MS Teams into the “magic computer” in the central hub of EV, the one that controls the powerpoints. This allowed the video to be played through
* Error message “No MCI Device Open” on Mix 100.7 computer
  + Fix:
    - Closed the program and opened it again.
  + Possible Cause:
    - Bug, sound drivers not updating
  + Additional Notes:
    - Only happened on the first selector
    - Happened when loading a track, playing it, and then hitting stop. Also happened when clicking play when no song was loaded.
* Printer in TB Times was not receiving jobs
  + Fix:
    - Hit “receive all”?
  + Possible Cause:
    - Unknown
  + Additional Notes:
    - Kim went over to Verizon to see if it was printing there and did something, could’ve been the reason it was fixed.
* Nearpod Volunteers got error saying that the participants were full
  + Fix:
    - karen in the front office needs to remove volunteers every week to clear it
    - Change it on the nearpod myself but still don’t know how to do that
  + Additional Notes:
    - Can only hold up to 250 at a time
* Speaker in FP was not working
  + Fix:
    - Turn on the Amp (Peavy)
  + Additional Notes:
    - Check to make sure the mixer is receiving audio (check the levels)
    - Check the mic, music, and laptop
    - If laptop does not have sound from the speakers, unplug the headphone cable in the laptop and plug it back in. You should see a small window pop up asking what you plugged in. Click on Speaker Out or something like that. If you don’t see the window, check the desktop.
* HSN logo screen was a blue/purple hue
  + Fix:
    - Restart DVD player on bottom left of the shelf.
* HSN phone booth could not hear other people through the phone
  + Fix:
    - Replaced the handset for the phones