



# OnCUE PROJECTOR

# Troubleshooting



## Installation Failed

- Ensure that you have enough free disk space [130MB] on your selected drive
- Run the installer as an elevated/administrative user

## PowerPoint presentations are not working

Ensure that Microsoft PowerPoint is installed on your computer and has been launched at least once.

## I have multiple monitors, but OnCue Projector is only detecting one

Refer to the *System Display Settings* section in the **User Manual**

## The interface looks out of proportion

This is an issue caused by computers which have display scaling enabled.

Please disable scaling from your computer's display settings.

## api-ms-win-crt-runtime-l1-1-0.dll is missing

Please install the Universal C Runtime, available through Windows Update [KB3118401]

Alternatively, install the below package, respective of your system architecture

x86 Systems - <https://go.microsoft.com/fwlink/?LinkId=746571>

x64 Systems - <https://go.microsoft.com/fwlink/?LinkId=746572>

## I can't hear any audio

Check that OnCue Projector is not muted in your system volume settings.

## I hear audio in my video, but I cannot see it

Ensure that OnCue Projector is on the *content display mode*

## My media is not playing

Please check that your content is playable with another media player

## OnCue Projector is operating slowly

- Restart OnCue Projector
- Exit other applications running on the system
- Upgrade your system's memory
- Upgrade your system's graphics card