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