Queen E Student Helpdesk Work Order

School, Classroom Number and Contact Information.

Queen Elizabeth High school.
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Type of Issue

Hardware ▼

Device

Desktop ▼

Operating System

Windows 10

Connection Type

◉ Wired

◯ Wireless

Issue

Cannot use computer to display screen with projector.

This form was created inside of EPS.

Google Forms

Issue Description:

Users projector was working fine yesterday. When he booted up his computer before class nothing was displayed on the wall from his projector.

Problem troubleshooting:

Ensure projector was not plugged and is turned on and lens cap is not on.

Check cable for damage and cable connects at ports to ensure they are not loose.

Check if the projector is on the correct input.

Ensure the display setting are set to duplicate or extend displays.

Ensure video drivers are up to date and video adapter is compatible.

If all other steps fail attempt to use projector with another output device if that fails the issue is internal hardware of the projector. Provide the instructor with a spare and bring back the projector back to the lab for repair.

Problem logs:

Checked plugin and lens. Lens cap was on, no input displayed on wall.

Replaces cable with spare cable, no change.

Set input to HDMI 1, no change.

Checked monitor settings, changed setting from show only 1 to extend these displays. Issue resolved.