

## The Ultimate CMS Laptop Troubleshooting Guide

Being that Mac laptops and desktops have such proprietary software and hardware, often times usage of Mac's in classroom situations lead to unknown problems. This guide will serve to answer the most common questions about dealing with Mac issues during classroom presentations dealing with both presenting using installed equipment and wireless internet issues.

### Presenting with Mac Laptops:


To project a presentation:

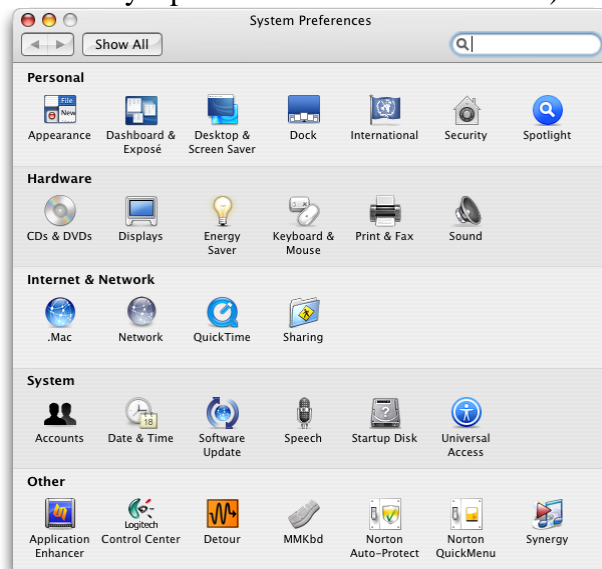
1. Using the appropriate **Mac adapter** (see Appendix), connect the adapter to the installed **VGA cable** in the room.

**\*\*VGA Cable\*\***

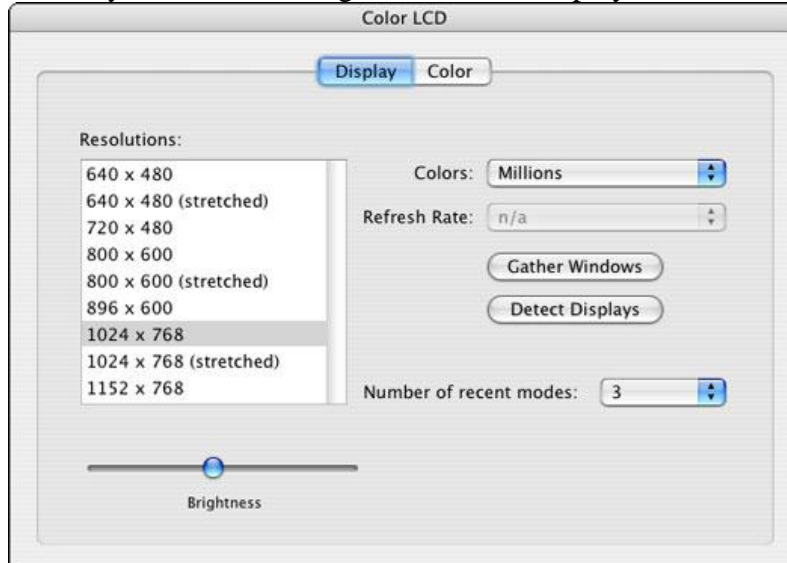
The VGA cable has an end that fits into the VGA port on pc laptops and has a small cable for audio (which gets placed in the headphone port on your laptop).

2. Connect the Mac adapter to the correct port on your Apple laptop.
3. Power **“On”** the projector.
4. Turn on the Mac.
5. Press the button labeled **“Laptop”** or **“PC”**
6. Once the projector has finished its startup cycle, send the visual signal to the projector. Follow these simple steps:

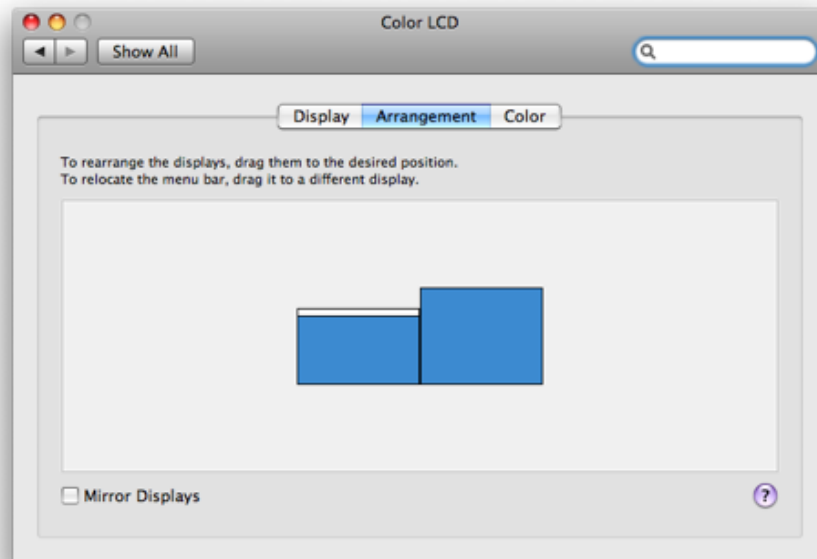
- a. Go to the  on the top left of the desktop
- b. Click it and select **System Preferences** from the drop-down menu
- c. When the window opens up, look for the icon labeled **“Displays”**(it is denoted by a picture of a monitor or screen)



- d. Once the displays window opens, click on “**Detect Displays**” which is normally located on the right side of the Displays window.



- e. After clicking, the projector should automatically pick up the signal from your Mac laptop and project an image of your desktop. If not, see the troubleshooting section below for possible solutions.
- f. To ensure that the projected image is exactly what you see on the desktop, within the Displays window, make sure that the “**Mirror Displays**” option box is checked.



## **Presentation Issues/ Troubleshooting:**

Here are some common issues and resolutions when presenting with a Mac:

**Issue:** Projected image is not sized correctly.

**Resolutions:**

1. Make sure “**Mirror Displays**” option box is checked.  
(Option located in the “Displays” section of System Preferences)
2. Within displays, make sure that the **monitor resolution size** is set to **1024x768, 60hz**

**Note:** When a VGA cable is connected, within the displays window are 2 panes, one labeled **Display** and the other, **LCD**. When selecting monitor resolution size (monitor in this case being the projector), go under the **Display** pane.

**Issue:** Projected image jumps and has interference.

**Resolution:** Make sure that the monitor resolution size or LCD resolution size is set to **60 hz**. No matter the aspect ratio, the **60 hz** option must be selected.

**Issue:** Can only see background on projector, no desktop items

**Resolution:** 1. Make sure “Mirror Displays” is checked in the “Displays” pane of your system preferences. This ensures that an exact copy of the visible desktop will be projected.

**Issue:** I am receiving an image, but no audio from my laptop.


**Resolution:**

1. Make sure audio jack on VGA cable, is plugged into the port with the headphone icon above it.
2. Ensure that the volume is not muted on the laptop and is turned up, on both the computer itself, and within the program you are using.
3. Turn up the volume control knob on the switcher/box installed in the room.

## Connecting to the NYU Wireless Network:

To Connect to the NYU Wireless Network with any personal Mac Laptop:



1. Click on the  icon, located at the top right corner of your screen. In the pull down menu that opens, make sure that AirPort is turned on. (If it is not on, select **Turn AirPort On.**) Next, select **Other.**
2. In the **Closed Network** window that opens:
  - a. In the **Network Name** field, enter: **nyu**  
(This entry is case sensitive. Be sure to enter **nyu** in lowercase.)
  - b. From the **Wireless Security** menu, select **WPA2 Enterprise**. If your Apple computer is not using an AirPort Extreme wireless card, the WPA2 Enterprise option may not appear. In this case, select WPA Enterprise.
  - c. Enter your NYU Home [NetID and password](#) in the **User Name** and **Password** fields.
  - d. Set **802.1x Configuration** to: Automatic
  - e. Click OK to authenticate.
3. A window opens asking you to “**Verify Certificate.**” Click **Continue.**
4. From this point on, your Mac should automatically connect to the **nyu** network.

## To Connect to the NYU Wireless Network with CMS Mac Laptops:

1. Click on the Cisco/VPN icon on the desktop.
2. Select the entry labeled “**NYU**”.
3. Click **Connect**.
4. A box appears asking for your **Username and Password**. Enter your NYU Home login and password here.
5. A box appears welcoming you to the NYU network. Click **continue**.

## Wireless Issues/Troubleshooting:

Here are some common issues and resolutions when connecting to the NYU Wireless network with Mac laptops:

**Issue:** Required to reauthenticate NYU network after installing it.

- Resolutions:**
1. Click on the apple logo on the top left of the screen.
  2. Select System Preferences from the drop-down list.
  3. Click on the **Network icon** in the System Preferences windows.
  4. Select Airport in the 'Show' field and click the Configure button.
  5. Change the '**By default, join**' field to Preferred networks. You will then see a list of networks below that you have already connected to
  6. If you have connected to 'nyu' before, it will appear in your preferred networks list. Select it and click the '-' (minus) button to remove it.
  7. Click the '+' button to add it again.
  8. Use the following information:

Network name: nyu (case sensitive)

Wireless Security: WPA2-Enterprise (WPA Enterprise if this doesn't appear)

Username: Your NYU Net ID

Password: Your password

9. Make sure '**nyu**' is at the top of your preferred networks list by clicking on nyu and dragging it to the top of the list.
10. Click **Apply Now**.

## **APPENDIX**

### **Mac Adapters**

Due to Apple's use of proprietary hardware, in order to project using a Mac, one needs a hardware adapter. This small cable, has one end which fits into the appropriate port on the Mac laptop, and another end which gets screwed into the installed VGA cable. Most adapters for any models can be purchased at the campus computer store or through [apple.com](http://apple.com).



Mini-VGA port to VGA Adapter: Fits Apple iBook, older released 12" Powerbook G4



Mini-DVI to VGA Adapter: Fits Macbook, later release 12" Powerbook



Apple DVI to VGA Adapter: Fits 15" and up Powerbook G4 and Macbook Pro



Micro-DVI to VGA Adapter: Fits Macbook Air



The Mini DisplayPort to VGA Adapter:  
fits MacBook, MacBook Pro, or MacBook Air with a Mini DisplayPort.