This helpful guide was created to address some of the most common questions/issues/concerns you may have about using Windows 7 laptops with installed Campus Media equipment. If you are still experiencing issues after following the steps listed below, or if your issue is not listed, contact Campus Media at (212) 998-2655 for further assistance.

**Connecting a Windows 7 laptop to the Installed Rack Equipment:**

Before you connect your laptop to the Installed Rack Equipment, you should ensure that:

1. Your laptop is connected to a power source *(especially if the presentation is lengthy).*
2. Your laptop has a built-in VGA connector, or you have the appropriate adapter that will output to VGA. *(NOTE: Some rooms support HDMI connections. Contact Campus Media at (212) 998-2655 for more information.)*

To connect to the installed rack:

1. Connect the VGA cable coming from the rack to the VGA connector *(or VGA Adapter connector, if necessary)* on your laptop.
2. Connect the Audio cable to the headphone jack *(if necessary).*

Currently, all classrooms have VGA and Audio cables that are already connected to the installed rack equipment. Please note that Campus Media does NOT provide any VGA adapters for Windows-based laptops.

**Connecting to a video projector**

Once you have connected your laptop to the installed rack equipment and turned the laptop on, the next step is to activate the connection to the video projector so that your presentation can be displayed. Please consult the rack instructions in the classroom for more information.

Once the LAPTOP input has been selected, the image on your laptop screen should be visible on the in-room projector or flat panel television. *(Please note that in some classrooms, it may take up to 5 seconds before an image appears.)*

On occasion, additional steps may be required for an image to be displayed from your laptop. If an image doesn’t project and you see a black or blue screen or the projector says “No Input”:

- Disconnect the VGA cable from your laptop, wait 5 seconds, then reconnect the VGA cable. This can help with signal syncing between the laptop, the installed rack equipment, and the projector.
- Make sure that the VGA cable has a solid connection to the VGA port on the installed rack equipment.
If you have done the above steps, but an image still doesn’t show, it may be that the VGA connector is inactive. To activate:

1. Click the Start icon in the lower-left corner of the screen.

2. Select “All Programs”.

3. Scroll down, click on the “Accessories” folder, and select “Connect to a Projector”.

4. Select how you would like both screens to be displayed by clicking on the desired option. You can choose between the following options:

   “Computer only” – This means that ONLY your laptop screen will show an image, regardless if it is connected to a project or not. This is the DEFAULT selection.

   “Duplicate” – RECOMMENDED FOR MOST PURPOSES: This means that the laptop and projector will display the exact same image.

   “Extend” - This means that the two screens will be independent of each other – both active, but allowing for different images on each screen.

   “Projector Only” - This means that ONLY the projector will show an image, while the laptop screen will remain black.

5. Congratulations! You are all set!

   Please note that there are shortcuts for changing the displays, but they vary by make and model of laptop. Consult the hardware guide that came with your laptop for more information.

   If you are still experiencing difficulties, contact Campus Media at (212) 998-2655.
Troubleshooting - Presentation Issues:

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

**Issue:** The quality of the projected image resolution is poor/hard to read/looks “squished”.
**Resolution:**
Right-click on the Desktop, select “Screen resolution”, and change the resolution to 1024 x 768. Higher resolutions can be selected, but this is a standard resolution size which should resolve any resolution issues.

**Issue:** The projected image jumps around/flickers/shows static/has interference.
**Resolution:**
Make sure that VGA cables are firmly seated and connected to the laptop and the rack.

**Issue:** The projected image is different than my desktop on my laptop screen.
**Resolution:**
Make sure that “Duplicate” is selected. This ensures that an exact copy of the desktop will be projected. Refer to the section, “Connecting to a video projector” for more instructions.

**Issue:** I can see my presentation, but I do not hear any audio outside of my laptop.
**Resolution:**
1. Make sure that the audio jack - which comes with the installed VGA cable in the classrooms - is plugged into the headphone port of your laptop. In rooms where the VGA connection is visible and accessible, check that the audio cable is plugged into its appropriate port on the rack.
2. Ensure that the main laptop volume is turned up and unmuted. Also, confirm that there is no volume slider within the application that you are using. If there is, increase the volume and ensure that volume within the application is unmuted.
3. Turn up the volume control on the Touch screen/switcher/panel installed in the room.
Connecting to the NYU Wireless Network:

There are multiple methods for connecting to the NYU network while on Campus. For connecting off-campus, VPN, or other access method, please visit the Campus Media website or contact Campus Media at (212) 998-2655.

The following is the recommended method for connection to the “nyu” network using a Windows 7 laptop (from the AskITS website): (Pictures and Green text provided for clarity.)

1. Click on “Start”, then select “Control Panel”.

2. Click on “Network and Sharing Center”. (If you don’t see the icons below, make sure that you select Small Icons or Large Icons next to View by (orange arrow).)
3. Select “Manage wireless networks”.

4. Select “Add”.

5. If you are asked How do you want to add a network?, select “Manually create a network profile”.
6. Enter the following information:
   - Network name: **nyu (case-sensitive)**
   - Security type: **WPA2-Enterprise**
   - Encryption type: **AES**
   - Security Key/Passphrase: (leave blank)
   - Check the boxes next to **Start this connection automatically** and Connect even if the network is not broadcasting.
   - Click **Next**

7. On the next screen you will see **Successfully added nyu**. Click “**Change Connection Settings**”.

8. **Uncheck** “Connect to a more preferred network if available” *(Blue arrows)* **AND** “Enable WLAN connection settings”.
   **Check** “Connect automatically when this network is in range” **AND** “Connect even if the network is not broadcasting its name” *(Yellow arrows)*.

9. Select the **Security** tab. Then next to “Microsoft: Protected EAP (PEAP)”, click **Settings**.
10. A new window entitled **Protected EAP Properties** will appear. Click on “Validate server certificate”. Under **Trusted Root Certification Authorities**, check “Class 3 Public Primary Certification Authority” and any VeriSign Certificate authorities in the list (blue arrows).

11. In the same window, under **Select Authentication Method:**; select “Secured Password (EPA-MSCHAP v2)”. Then click the “Configure” button (blue arrow).
12. In the alert box that opens, UNCHECK “Automatically use my Windows logon name password (and domain if any)”. 

![Image of alert box]

13. Click “OK” to close each of the open windows.

14. A balloon will appear near the system tray that reads “Additional information is required to connect to nyu.” Click on the balloon and you will be prompted for Network Authentication (as shown below). Enter your NetID and Password. If “Logon domain” box is present, leave it blank.

![Image of Network Authentication]

15. NOTE: You may see the following Windows Security Alert. This is normal. Click on “Connect” to continue.

![Image of Windows Security Alert]

16. Congratulations!! You should be connected to the NYU Wireless Network!

If you are still having issues connecting to the wireless network, contact Campus Media at (212) 998-2655.