Apple MacBook/Pro/Air Laptop Guide – Tech Tips & Common Issues

This helpful guide was created to address some of the most common questions/ issues/concerns you may have about using MacBook, MacBook Air & MacBook Pro 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 MacBook/Pro/Air to the Installed Rack Equipment:

Before you connect your Mac, you should ensure that:
1. Your Mac is connected to a power source (especially if the presentation is lengthy).
2. You have the correct adapter that will convert to a VGA connector output. (To find the right adapter for your MacBook device, click on “About Apple video adapters and cables”.
   [Source: Apple.com])

To connect to the installed rack:
1. Connect your Mac Adapter to the appropriate port on your MacBook/MacBook Air/MacBook Pro.
2. Connect the VGA cable coming from the rack to the VGA connector on the other end of the Mac Adapter.
3. 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. If you do not have a Mac Adapter, please note that Mac adapters are available as a pickup loan item from Campus Media. Contact Campus Media at (212) 998-2655 or visit the Campus Media website for more details.

Connecting to a video projector

Once you have connected your MacBook/MacBook Pro 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 monitor. (Please note that in some classrooms, it may take up to an additional 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 Mac Adapter from your laptop, wait 5 seconds, then reconnect the Mac Adapter. 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 Mac Adapter.
- 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:

1. Click the Apple icon in the top-left corner of the screen.

2. Select “System Preferences”.

3. Click on “Displays”.

4. In the lower-right corner of the new window, click “Detect Displays”.
If you cannot get an image to show after completing these steps, contact Campus Media at (212) 998-2655.

If you are getting an image but it is different than your laptop screen you may have to enable “Mirror Display” on your Mac laptop.

1. Click the Apple icon in the top-left corner of the screen.

2. Select “System Preferences”.

3. Click on “Displays”
4. In the lower-left corner of the new window, select “Show displays in menu bar”.

5. Go back to the toolbar at the top of the screen - only this time, look to the right side of the toolbar. You should now see a monitor image like the one below:

6. Left-click and select “Turn On Mirroring”.

7. The same image should now be displayed on both screens.
Troubleshooting - Presentation Issues:

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

**Issue:** The quality of the projected image resolution is poor/hard to read/ looks “squished”.

**Resolution:**
1. Ensure that “Turn On Mirroring” is checked. (In older Mac OS’s, there is an option box titled “Mirror Displays” under the “Arrangement” tab.) Refer to the section, “Connecting to a video projector” for more instructions.
2. Select the “Monitor” tab /pane, and change the monitor resolution size to 1024 x 768, 60hz. 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 the selected resolution size, whatever it may be, also uses the 60hz option.

**Issue:** The projected image is different than my desktop on my laptop screen.

**Resolution:**
Make sure that “Turn On Mirroring” (or “Mirror Displays” on older Mac OS’s) is selected. This ensures that an exact copy of the main 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, 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:

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.

   ![Airport Indicator](image1)

   When clicked, you will see the grayed out message below, when the AirPort is active.
   In the pull-down menu that appears, make sure that AirPort is turned on.
   *(If it is not on, select “Turn AirPort (or Wi-Fi) On”).*

2. Select “nyu” from the drop-down menu.

![Dropdown Menu](image2)

3. Enter your NetID in the “Username” field and your password in the “Password” field. Then select “Join”.

![Password Entry](image3)

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

   If you are still having issues connecting to the wireless network, call Campus Media at (212) 998-2655.
A common issue with the NYU wireless connection has been requests to re-authenticate the NYU network after you have logged on. The process listed below should help to resolve such issues.

**NOTE:** This procedure uses images from the latest Mac OS – Mountain Lion v.10.8. There will be differences in the wording and layout on older models. For further assistance with configuring the network on older operating systems, contact Campus Media at (212) 998-2655.

1. Click on the Apple logo on the top-left corner of the screen.

2. Select “**System Preferences**” from the drop-down list.

3. Click on the **Network icon** in the System Preferences window.
4. Select the “Advanced” button.

5. If “Remember networks this computer has joined” is checked (red arrow), you will see a list of networks in the “Preferred Networks” box below (green arrow) that you have already been connected to at some point.

If you have connected to “nyu” before, it will appear in your preferred networks list. You must remove it to avoid conflicts. Select it, and click the “-” (minus) button to remove it from the “Preferred Networks” list.

Select the “+” icon (blue arrow).
6. You should see the window below:

Enter the following information:

**Network name:** nyu *(case sensitive)*

**Security:** Select “WPA/WPA2 Enterprise” from the drop down box.

**Username:** Enter your NYU Net ID.

**Password:** Enter the password associated with your NYU Net ID.

Select “OK”.

You may be asked to accept a certificate to continue. This is normal. Accept by selecting either “Continue” or “OK”.

7. You're all set! From this point on, your Mac should automatically connect to the nyu network.

Contact Campus Media at (212) 998-2655 if you are having further difficulties.