Installed Classroom PCs - Tech Tips & Common Issues

This guide is an introduction to the installed PCs in the general purpose classrooms, as well as designed to address a few of the issues you may encounter while using the installed classroom PCs and peripherals. 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 assistance.

Using the installed PC:

First, make sure that the installed PC is powered on. The Power Button ( ) is located on front of computer and when powered on, it is typically lit green (as shown) or blue, depending on the model.

Once you select “Room PC”/“Installed PC” on the Media Management device (Crestron/Extron), the display for the installed PC should be visible on the screen and/or any installed monitor. If the display is blank/remains blank after 10 seconds, press the spacebar on the keyboard, as the computer may be “asleep” (a power-saving option, enabled by default on most computers).

If the computer is still off (after trying the previous step), and you attempt to turn on the computer, and the power button does not light up, you should ensure that the main power switch at the top of the rack is lit and set to on (if applicable).

Any extended beeps, blinking yellow lights, abnormal noises or any other power-related issues should be immediately forwarded to the attention of Campus Media at (212) 998-2655.

Accessing the Internet

Several browsers of choice are installed on the Classroom PCs, including, but not limited to, Microsoft Internet Explorer, Mozilla Firefox, and Google Chrome. Simply select your browser of choice to access internet, by double-clicking any of the shortcuts on the Desktop or the Taskbar.

If you attempt to access the internet, but you are taken to a page where the internet “timed-out” or “This page could not be found”, there could be a couple of reasons for this:

- The website could be misspelled in the address bar. Confirm spelling.
- The website could be down or moved to a new address.
- Make sure that the network icon (shown on the next page) does not have a yellow triangle with an exclamation point or a red “x” over it.
- A yellow triangle with an exclamation point indicates a disruption of normal network connectivity. Some reasons for this could be a network conflict, server outages, and faulty connections.
- A red “x” states indicates no network connection whatsoever – a physical problem. Some reasons for this could be a dead network port, a missing Ethernet cable, or a bad network card and/or driver.
A simple first step would be to run the built-in Windows 7 networking troubleshooter. To launch the troubleshooter, right-click on the network icon, located in the lower–right corner of the desktop. (Please note: In some cases, the icon may be hidden and may require that you click on the up arrow first before you see the networking icon).

When you right click on the network icon, the following menu will display. Select “Open Network and Sharing Center”.

Under the section, “View your active networks” (middle of the window), select “Local Area Connection” (It should have an icon that looks like the end of a phone cable, and the number may vary e.g. “Local Area Connection 2”).

The “Local Area Connection Status” box appears. Click on “Diagnose”.
The Network Troubleshooter will immediately begin and attempt to resolve the issue. If the issue is a simple fix, this should resolve the issue and the yellow triangle should go away.

However, this fix will NOT resolve issues where the red “X” appears, as this indicates a physical problem. In those cases, contact Campus Media at the number below, as the port and/or cable may be bad and require replacement.

If you ran thru the steps listed above, but the internet is still not working, immediately contact Campus Media at (212) 998-2655 for further assistance.

Using the wireless keyboard

The wireless keyboard has a range of about 30ft., making it suitable for use just about anywhere in a standard size classroom. (Of course, the closer the keyboard is to the computer, the better the reception and response.) The keyboard also includes a trackpad for mouse movements. Many of the classrooms are equipped with wireless keyboards.

There is an On/Off switch underneath the keyboard. Most, if not all, of the keyboards will be left with the switch in the “On” position, but it is one of the first places to check if the keyboard is non-responsive.

There is also a “Connect” button underneath the keyboard, which can aid in re-establishing a broken connection. Press this button and hold for two seconds to re-connect the keyboard to the computer.