

Dimensional Innovations

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BASIC TECH TROUBLESHOOTING

Touch is not working on display

Power cycle (unplug power cord, wait 10 seconds, plug back in) the USB extender on the powered side (transmitter at the PC in the rack).

Re-seat USB cable (unplug and re-plug) on both the transmit side(PC) and receive side(display).

In Windows Settings, click on Devices and Printers and see if Multi-touch is being detected.

Projector has no video signal

Check that the projector is properly plugged in and receiving power.

Ensure PC/Video Source is properly plugged in and receiving power.

Check at the projector to see if it's displaying any flashing warning lights like amber or red, if so, that usually means that the lamp is blown.

Planar Video wall has a few display that have no video signal

In the network closet, locate "Planar Hardware" located in the rack (Planar hardware will be branded). Check to see if you see you have any red warning lights on the front of the Quad Controllers or Power Supplies. If you see red warning light, power cycle that specific Quad Controller or Power Supply. (unplug power cord, wait 10 seconds, plug back in)

We had a power outage, and when power returned some or none of the displays are outputting a video signal correctly

Power cycle the PCs (unplug power cord, wait 10 seconds, plug back in)

Make sure all PCs have a working internet connection. (Is the network down, or did any cords become unplugged?)

In Windows, right click on the desktop, click screen resolution, under display, check to see if either the display manufacturer or HDMI extender is being detected, if so, you should have a video signal now. If not, you may need to unplug the HDMI cord on the PC, and plug it back in to get it to be detected.

TECHNOLOGY SUPPORT

Let us know if you have any questions.
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