District House Technology Troubleshooting Guide

General steps to connecting your devices

The touch panel in the room controls all A/V equipment available (TV, Sound bar, Apple TV, Input plate) - the panel powers on this tech, allows you to change input, and controls volume.

To connect your device:

- All computers/devices
  - Use an HDMI, VGA, or AUX (audio) cable to plug into the wall input plate below the TV.
  - Once plugged in, turn on the room tech using the touch panel & select “input plate.”
- Apple products
  - Select Apple TV on the touch panel then follow instructions on the TV for connection code—remember you must be connected to GWiress.

Having issues? Ask us we can help!

The House Desk located on the B1 Level by the H Street stairs is staffed by our trained staff. If you are having issues with any technology in rooms let us know.

If someone is not at the desk, please see below for information on how to troubleshoot common issues – but also let us know at csreservations@gwu.edu so we can work to correct problems when we return.

Troubleshooting Common Issues

*Issue: HDMI connection laptop to TV, no picture is appearing on screen or picture is showing up with image/color distortion*

1. Make sure the cable is securely and completely connected to both your computer and the input plate under the TV.
2. Once cable is checked, turn the entire room system off at the touch panel, wait a few seconds, and then turn the system back on again – selecting Input Plate and HDMI.
3. If the problem persists, check out a different cable from the House Desk. Plug in and use the new cable to see if the issue is resolved.
4. If the problem persists, on your computer, open Display settings and detect new displays. Finally, make sure that the settings are set to extend or clone your display.
5. If the problem persists, attempt to plug the HDMI cable into an available HDMI port on the TV directly – these are located on the left side of our TVs. You will then need to use the buttons on the TV to change the input until you find the input you plugged into.
   a. **DO NOT UNDER ANY CIRCUMSTANCES** pull on the TVs or push them off of the walls. If you cannot access an HDMI port, see step 6.
6. If for whatever reason you cannot utilize the HDMI ports on the TV, attempt to use other connection methods besides HDMI. Our House Desk checks out VGA cables to use a traditional monitor connection from your computer into the input plate. We also have Macbooks and Apple iPads, both of which can connect using the AppleTVs located in all tech enabled rooms.

**Issue: VGA connection laptop to TV, no picture is appearing on screen**

1. Make sure the cable is securely and completely connected to both your computer and the input plate under the TV.
2. Once cable is checked, turn the entire room system off at the touch panel, wait a few seconds, and then turn the system back on again – selecting Input Plate and VGA.
3. If the problem persists, check out a different cable from the House Desk. Plug in and use the new cable to see if the issue is resolved.
4. If the problem persists, on your computer, open Display settings and detect new displays. Finally, make sure that the settings are set to extend or clone your display.
5. If the problem persists, attempt to use other connection methods besides VGA. Our House Desk checks out HDMI cables if your computer has an HDMI port. We also have Macbooks and Apple iPads, both of which can connect using the AppleTVs located in all tech enabled rooms.

**Issue: AppleTV is not showing any information on TV once selected from the touch screen**

1. The AppleTV is likely not properly connected to the TV – without staff support there is unfortunately nothing that can be done at this time, please let us know at the House Desk.
2. If no staff members are available, please email us at csereservations@gwu.edu immediately. Your reporting of the issue allows us to properly search for the responsible party and resolve the issue moving forward.
3. In the meantime, please use other connection methods besides the AppleTV. Our House Desk checks out HDMI and VGA cables that can be plugged into the wall input plate below the TV. See how to connect items using these cables at the top of this page.

**Issue: AppleTV stopped working when showing a video or playing audio**

1. AppleTVs have high levels of copyright protection – when showing videos and/or playing songs from your device through an AppleTV the system will sometimes lock you out. If this occurs, the only option is to utilize other means of showing or playing your content.
2. Please use other connection methods besides the AppleTV. Our House Desk checks out HDMI and VGA cables that can be plugged into the wall input plate below the TV. See how to connect items using these cables at the top of this page.
**Issue: AUX audio input is not working**

1. If you are in a meeting room  
   a. AUX audio must be played through system while VGA is attached to a computer – alternatively, audio may be ran through an HDMI cable connected to a computer, or Apple devices are able to run audio through the AppleTVs  
2. If you are in the B132 Multipurpose Room  
   a. Audio may be ran through a standard AUX cable plugged into your device and into the audio input above the VGA without plugging in a computer. However, the rear plate is not set up this way – only use the input plates on the left and right sides of the room instead.

**Issue: Podium microphone in B205 is not working**

1. Turn up the volume. The mic will default to be very quiet and in most cases just needs the volume increased. On the touch panel at the podium, select settings and then raise the volume for the microphone.  
2. If the problem persists, you can open the door to the podium to view the audio rack. There is a knob labeled volume, turn that knob to the right to increase volume.  
3. If the problem persists, you may wish to check out a microphone from the House Desk. Microphones may be plugged into input plates located at three different locations around the room (including on the wall behind the podium).