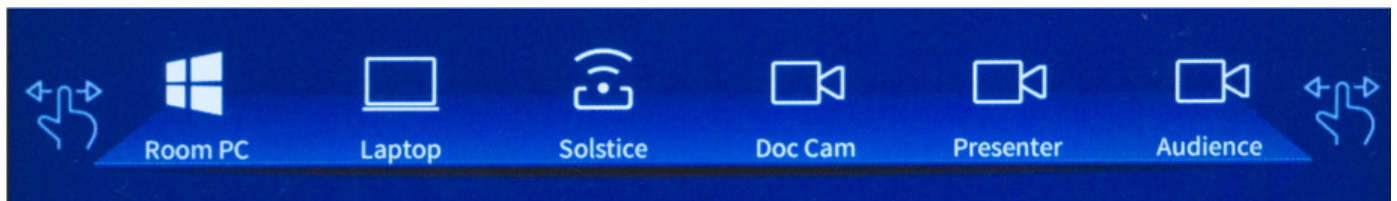# Spanned Classroom
Basic Troubleshooting Quick Guide

Video Problems

Q. The projected image suddenly disappeared when the spanned connection started.
A. This is normal. On the touchscreen, reselect your source e.g. Laptop, to display the projected laptop image locally and to the far end.

Q. The remote end has accidently taken control of the presentation.
A. This happens when someone touches the touchscreen at either end. To regain control, reselect the source on your touchscreen. Refer to the above image.

Q. The projector does not mirror my computer screen, although selected on the touchscreen.

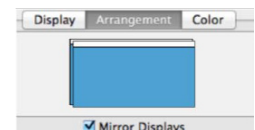**A1. Windows PC** – Hold down the **Windows** key, press **P** repeatedly until "Duplicate", release **Windows** key.

A2. Mac – Press **Option + F1,** open the Arrangement tab, **enable** "Mirror Displays"

Q. The camera continuously moves and is unable to lock on to a student speaking in the audience.

A1. This may happen for a number of reasons, including background conversations in the audience. Requesting classroom etiquette for one speaker at a time may resolve the issue.
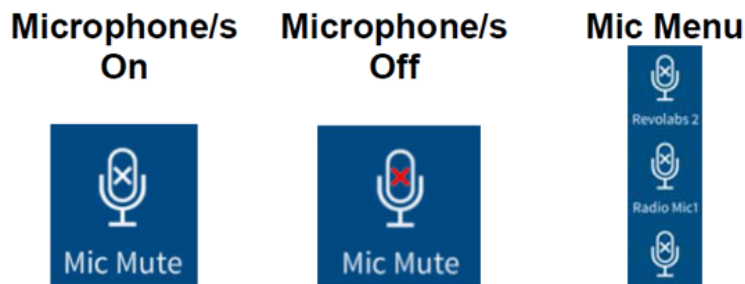
A2. Disable the camera auto-tracking feature in the touchscreen Cameras page at the camera location.

Audio Problems

Q. I'm unable to hear sound from the remote end.
A1. Ask the remote end to check their microphone is not muted on the touchscreen. The microphone icon has a red cross if it is muted.

Microphone/s On

Microphone/s Off

Mic Menu

A2. Check that your room speakers are turned on and the volume level is set well above minimum. The room speaker has a red cross if it is turned off.

Room Speakers On

Room Speakers Off

Speaker Volume
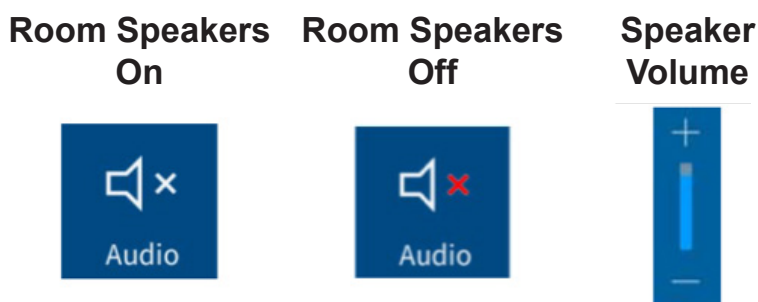
Q. I am playing a video but the remote end is unable to hear it.
A1. The audio sent to the far end connection is via your HDMI computer cable and not the room microphones. You should be able to hear your video playing through the room speakers.

Note that you may need to reduce the room speaker volume to avoid audio feedback at your location. Check that:

1. Laptop audio speaker is set to Crestron (speaker icon 🔊 lower right corner of laptop screen)
2. Volume level on the laptop is set above midpoint
3. Volume level on the video player e.g. YouTube or in PowerPoint, is set above midpoint
4. Remote end speaker volume is set to approximately midpoint
5. Remote end microphones are set to mute if experiencing significant feedback (see images above)

Tip: Use the Room PC as a backup plan if you are having difficult showing a video from your laptop. Please contact IT Services to resolve the issue.

Q. The remote end advises that my voice fades in and out.
A1. This will happen if you move away from the lectern microphone. A lapel microphone is strongly encourage if you frequently move around the room to engage with your audience.

A2. Minimise background noise at both locations by requesting appropriate classroom etiquette.

Q. I am unable to hear my remote-end students speaking.
A1. A1. Ask them to project their voice and speak loudly as though speaking to the classroom as a whole.
A2. Consider using a Catchbox microphone if your students are in JO 32.101 or ML 17.157 (please request support from CLT on using this device)
A3. If your students are speaking into a RevoLabs lapel mic, please ensure they are speaking into the top of the mic, not the front as this actually lowers the volume.

Report other faults using the room support phone. For a prompt response it is important that you state that support is required for a "spanned classroom connection".