# TECH TROUBLESHOOTING FOR KENYON

1. **Oh-no, NO POWER AT ALL!  I've turned on the lights in the room but the monitor is not responding when I tap the screen**

Fear not!  There's a button on the bottom left hand back corner of the  monitor that turns the power on.  Then you can return to tapping the screen.

2. **Log in doesn't let me log in, even though I typed what is required in the grey spaces, i.e., classguest (for name or id); vcguestlecturer (for password).**  Sometimes, there is an inadvertently left space BEFORE you typed the name or password.  Each of them must begin at the "leftmost" spot in the grey area.  Use the delete key to make sure you're there and try it again.

3. **Geeeez…who the heck can see these log in spaces? They're too small!**

Tap the screen and they'll get a bit larger.  Or you can look behind you at the screen and see them even larger there.  Move the cursor while looking at the screen.  If a weatherman/woman can do it, so can you!

4. **The screen is not down and the projector is not on!**

At the bottom of the monitor screen, you will see controls for lights, room shades and screen.  The projector turns on automatically when the screen comes down.  If you want to keep the screen down but turn the projector off, just press the "Image Blank" button on the monitor.

5. **Thumb drive (aka, flash drive) issue!  I have tried each of the four slots on the external thumb drive and my thumb drive doesn't show up on the monitor.**

Find the USB slot on the back of the mini-Mac computer (it's in the large, recessed space in the desk).  When you find it, just plug the thumb drive directly into that slot and it should show up on the monitor.  Click on the thumb drive icon to open it.  When you've finished, drag the thumb drive icon to the trash and don't forget to retrieve the thumb drive from the mini-Mac.

6. **How do I connect my laptop to the Kenyon system?**

You'll need to connect your laptop to the system via an HDMI cable.  There should be one on the desk already.  Connect one end of it to your laptop and the other to a slot on the back of the mini-Mac.

7. **My laptop doesn't have an HDMI port!**

You'll probably need a VGA to HDMI adapter.  Attach one end to your laptop (USB port) and the other to the HDMI port in the mini-Mac.

8. **Weird things are happening that haven't been mentioned above.**

As is true in most areas of computer land, TRY RE-BOOTING!  Turn the power off (you'll see the power control on the left side of the monitor screen).  Wait 15 seconds and turn it back on again.  Voila! (we hope).

9. **Onsite Student Tech Support:  call/text:**
   Beatrice (Bea) Pitt Stoller    Contact Phone #:  (917) 757-0530
   Email: bpittstoller@vassar.edu