

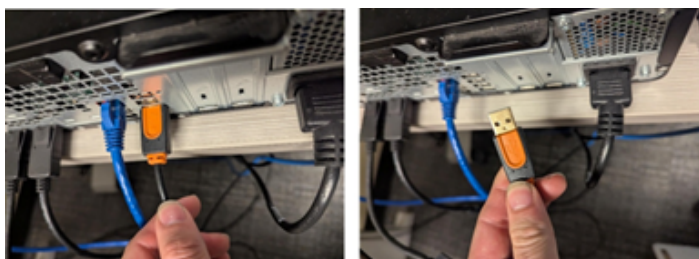


Collier County Public Schools

ViewSonic IFP Troubleshooting Guide



IF TROUBLESHOOTING STEPS DO NOT RESOLVE THE ISSUE, PLEASE SUBMIT A WORK ORDER TO YOUR SST



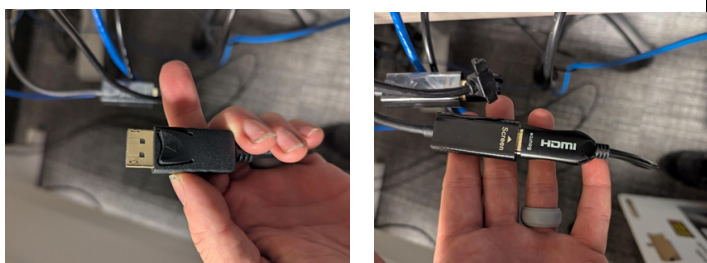
No Touch Input

- Unplug the USB from the Computer side only (leave the panel side alone). (Listen for the disconnect sound.)
- Wait 2 seconds before plugging back in.
- Listen for reconnect sound and try again.



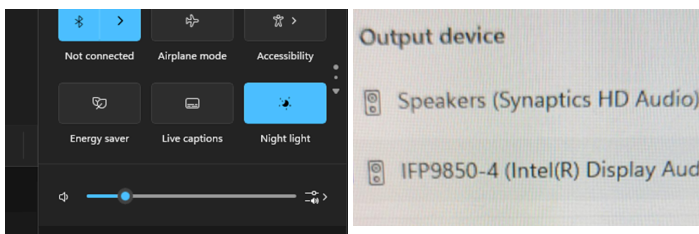
No Video (Desktop Settings)

- Sign in to your computer.
- Press Windows Key & P at the same time.
- If your computer is on PC Screen only, select **Duplicate** to have your monitor project to the screen. If you want your IFP to act as a second monitor, select **Extend**.



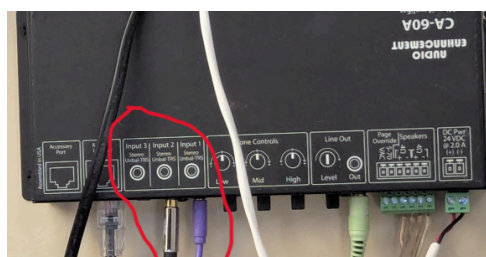
Still No Video?

- Check the HDMI/Adapter on the back of the Desktop (Not the IFP side.)
- Press Down on the adapter to remove it, then reseal the adapter firmly into the back of the desktop.
- Make sure the Adapter is firmly in the desktop, and make sure the HDMI cable is firmly in the adapter.



No Sound

- Click the sound icon (bottom right.)
- Select Mixer Settings (Right side of the volume bar.)
- Select Output Device to: IFP9850-4
- Turn the volume up on the desktop.



Still No Sound?

- Locate the wall amp near the board or desktop.
- Check the AUX cable connection (unplug/replug in the same port)
- Make sure the correct input volume knob is turned up slightly (Do not crank the knob all the way up.)

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No Power

- Check the Power Cable that goes from the IFP to the power outlet. Try a different outlet if possible.
- If the power cord is plugged into a working power outlet, check underneath the IFP to see if the power cable is secured. (This is located under the circle power button of the IFP).
 - The Power button tab needs to have the circle portion of the tab pushed down for power.

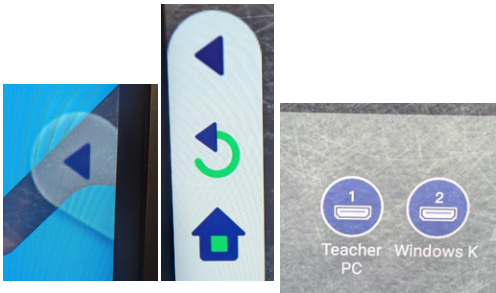


IFP Side Connections

- On the right side of the IFP, various cable connections are connected to specific ports of the IFP. All these cables connect back to the desktop, except for the Wi-Di adapter.
 - The **Touch 1** port is used for the touchscreen.
 - The **HDMI 1 (Teacher PC)** port is used to connect the IFP and the desktop for display.
 - The **HDMI 2 (Windows +K)** port is used to connect the Wi-Di adapter to the IFP.

Changing Input Source

- If you need to change the source on your IFP from the source you are on now.
 - Select the Toolbar Arrow located on the left or right side of the IFP.
 - In the Menu, select the **House** Icon, which will take you back to the main IFP Screen.
 - From there, you can select **Teacher PC** for your desktop, or **Windows+ K** for your Wi-Di Adapter. These inputs for the IFP are in the bottom-left corner of the main page.



No Wi-Di Connection

- Check the Wi-Di adapter on the right of the unit. This adapter would be connected to **HDMI 2**.
- Check for power for the Wi-Di adapter by checking under the IFP unit on the farthest right side. There is a **USB 2.0 port** where the USB of the Wi-Di Adapter connects to for power.

