



## Technician Team Checklist

What you should try before you call your Technician:

1. Check to see if your system is on. (Seriously, you would be surprised how many times things can be turned off and you didn't see it happen.)
2. Is the power cord connected firmly at both ends? (Again, you would be surprised how many cords are loose.)
3. Is the video/ audio cable connected firmly at both ends?
4. Are all your inputs/ outputs in the correct location?
5. Are you getting a signal?
6. Are your devices on the right source input? For example, check your remote and see if the one of these: Computer 1, Computer 2, A.V., or S-video is lit up?
7. Are there any flashing indicator lights? Are they labeled? What do they say?
8. Is the volume up?
9. If it is a laptop attached to a projector did you hold down the function key and hit "F4" or "F8"?
10. Is the proper resolution applied?
11. Is the aspect ratio correct?
12. Is your master power switch on?

If you have tried all these options and still aren't getting anywhere call your SMARTSolution Technicians at: (toll-free) 1.877.476.2786 or 412.390.0803. We will be happy to assist you as soon as possible.