Integrated Classrooms Troubleshooting

**Issue: Windows won’t move across the displays**

In the Integrated classrooms, you have to move the application windows to get them on the display where you want them. For example, you may want the Zoom window with your students on the back display and your content on the podium monitor.

To get them in the right place, you just have to click and drag them to the left or right (depending on the classroom) off screen.

However, sometimes the windows get stuck. They get really large and freeze.

To solve this, BEFORE trying to move them, make them as small as you can. When the window is really small, you can drag it to the correct display, and then make it large again. This will keep it from freezing.

**Issue: Cursor gets lost**

When moving the cursor from the display (back of the room or floor mount) to the monitor for the podium computer, sometimes the cursor disappears or doesn’t want to move back.

#### Cursor is lost

If the cursor is lost, it is probably just so far down you can’t see it. Slide the mouse UP on the mousepad, and you will eventually see the cursor come up from the bottom.

#### Cursor won’t drag back to the computer monitor

When coming back from the display to the monitor, sometimes the cursor just stops moving and stay on the display. When that happens, raise it up by sliding the mouse up until it is on the top half of the screen, then slide it again. This will cause the cursor to show up on the monitor.

**Issue: Instructor can’t see Zoom after sharing Power point**

You may notice that when you share your power point in Zoom and WebEx, the content jumps onto different screens. This is especially a problem when sharing a powerpoint because you can’t see your Zoom screen (it gets hidden under the powerpoint notes page).

The fix is to share a word document first. Once you share the document, all the content will jump around to different screens. Spend a few seconds dragging them to the window where you want them to be. Then, once they are set, stop sharing the word document, start your powerpoint slideshow, and then share the powerpoint. Because you already set up the windows, the system will organize your content the way you want it.

**Issue: The settings are all messed up**

If you walk into a room, and the computer is on, but it doesn’t seem to be working correctly, it is likely that the instructor before you changed some of the settings. No worries! Simply shut down the computer, wait a few seconds, and then start again. The system is made to reset all the settings back to normal when the computer is shut down and restarted.