

Interactive Cart Troubleshooting Sheet

Issue: Cart is not connecting to projector/no sound: this is a connection issue between the wireless HDMI transmitter/receiver.



One of these devices is on the cart, and the other is on the projector.

The link light (green) will indicate whether or not the cart is paired. If it is solid, it is paired; if it is blinking, it is not.

The first attempted fix is to unplug the power cable to the transmitter on the cart. This will reset the connection and sometimes fixes the issue.

Still not working?

Step#2 - Unplug (for a few seconds), and then re-plug the power cord of the HDMI duplicator that is housed inside the cart itself. If your cart is locked, contact the IT department immediately.



The power cord will be the only cord that is not an HDMI cord.

Still not working?

Step#3 - Unplug the power cable of the audio embedder for a few seconds, and then plug it back in. This is also housed inside the cart.



The power cord will be connected to the DV 5V port, and the connector will look like a black, round pin.

Still not working?

Step#4 (if possible) - Turn off computer and unplug cart from outlet. Plug cart back in and reboot computer. Sometimes, repeating step#3 after rebooting the cart will fix the issue if the projector is still not connecting.

If you are unable to do any of these steps, or if the projector is still not working, please contact the IT Department through an FMX ticket.