Hidden Forces – Green Screen & Monitor – AV and Technology – Troubleshooting Guide:

No Picture on the Television:

1.) Using the remote, make sure the TV is turned on. Press the red power button on the top left of the face of the remote.

2.) If nothing happens when you press the red power button then try changing the batteries to the remote.

No sound playing:

1.) Using the remote, make sure the TV sound level isn't turned all the way down or muted.

2.) If nothing happens when you press the volume buttons, try changing the batteries to the remote.

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How to connect iPad to Samsung TV with Apple AirPlay:

1.) Using the remote, go into the settings on the TV to turn on Airplay.

- The “Settings” button is below a red “A” button on the bottom left of the face of the remote.
- Once you are in the settings menu, go to the “General” section on the left. It is the fourth section down, and the icon looks like a wrench.
- Once you are in the General section, go to the “Apple AirPlay Settings” section in the middle of the screen.
- Once you are in the Apple AirPlay section, turn Apple AirPlay on.

2.) Using your iPad, connect to the Samsung TV.

- Open the content you wish to send to the TV.
- Click the share button in the top left corner. The share button looks like a box with an arrow coming out of the top of it.
- Select the Samsung TV. The default name is “Samsung 7 Series”, but the name can be changed in the settings.
- The content, image, video, etc should play after a few seconds.

When to contact the ALIEF Campus Tech Support / IT Department:

If you have performed all of these steps and the television is still not playing the AirPlay content as expected you should reach out to the ALIEF Campus Tech Support / IT Department for further troubleshooting assistance.

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