

HWS Information Technology Services Bulletin

Number: 2011-42

Date: September 7, 2011

Title: Intermittent Video Issue in Some Classrooms

Description:

IT Services has been investigating an intermittent issue with the way the Smart Classroom projectors display on the screens. Some new equipment was installed in two of the classrooms to test a potential fix to this issue. This solution is being monitored to ensure that it fixes the issue before we purchase the replacement parts and install them in all of the classrooms.

Only classrooms with a full podium and computer setup are experiencing this issue. The following classrooms may be affected:

Baron Lab	Gulick 223	Stern 103
Coxe 7	Napier 101	Stern 117
Demarest 14	Napier 102	Stern 201
Eaton 110	Napier 201	Stern 301
Eaton 111	Smith 206	Trinity 305
Gulick 100	Smith 212	
Gulick 206a	Smith 305	

The issue can be temporarily corrected by restarting the computer with the projector turned on. Anyone needing assistance or having questions should contact the Help Desk where someone can help you or meet you in the classroom to help you. The Help Desk can be reached at ext. 4357 or by e-mail at helpdesk@hws.edu.

Contact: Current information about this bulletin may be found at <http://www.hws.edu/itservices/bulletins.aspx>. If you have any questions or concerns, please contact IT Services at helpdesk@hws.edu or call 315-781-HELP.

Type:
Emergency

Category:
Alert

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