

MCI Troubleshooting Quick Guide - Windows

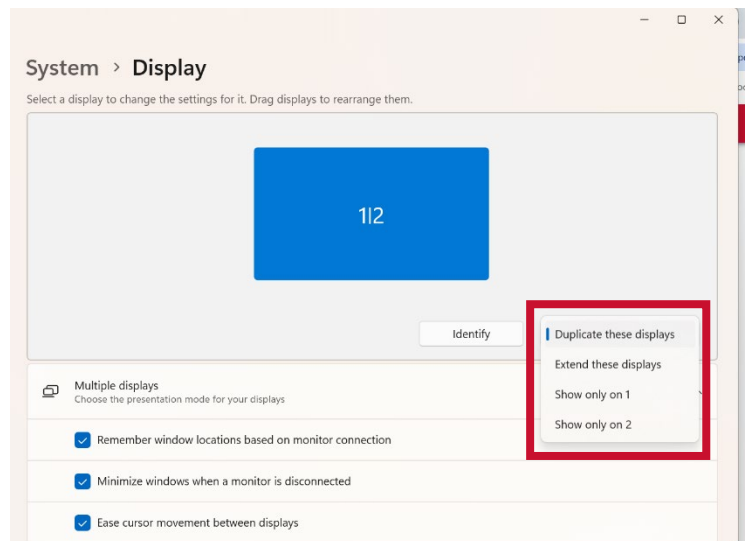
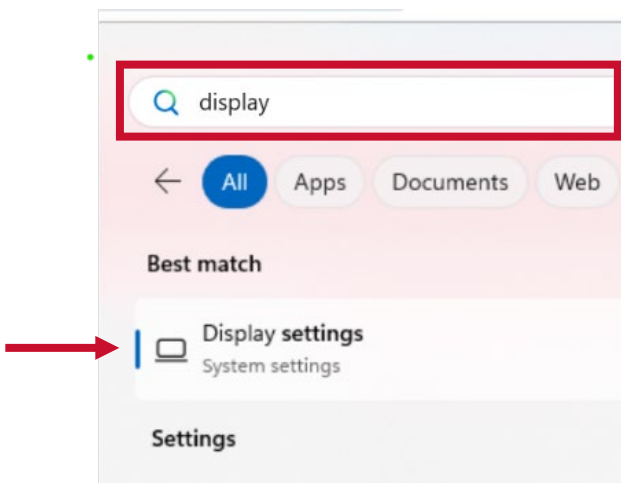
No display?

1. Unplug the USB-C cable.
2. Flip it over.
3. Plug it back in.
4. Wait for a moment.



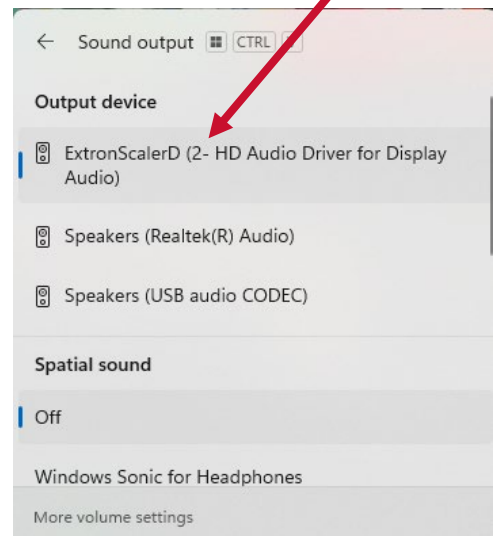
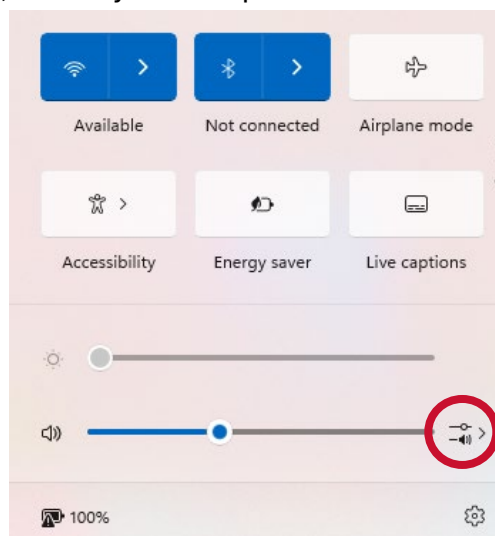
Image displaying only on one screen?

1. Open **Display Settings**.
2. Choose **Duplicate** for the same image on both screens OR choose **Extend** for independent images. If using **Extended**, drag windows between screens as needed.



No sound from the classroom speakers?

1. Select the **speaker icon** in the taskbar.
2. Choose **Extron**.
3. If Extron isn't listed, restart your computer.



MCI Troubleshooting Quick Guide - Mac

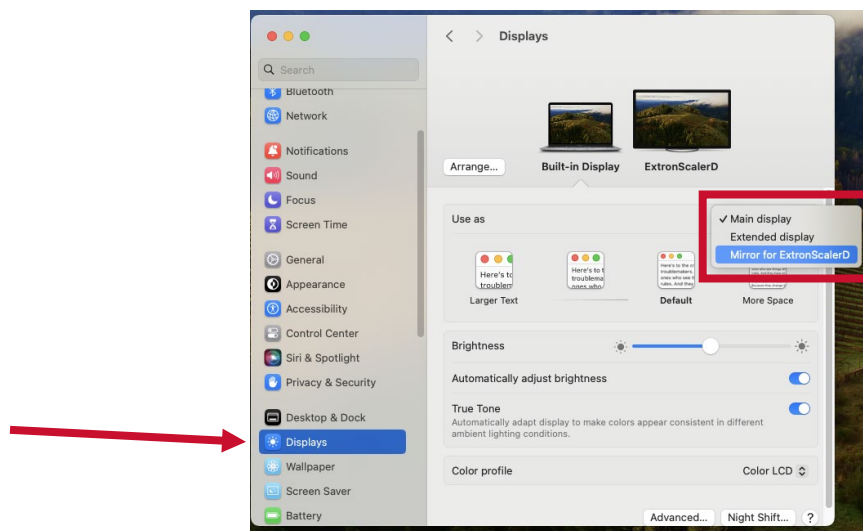
No display?

1. Unplug the USB-C cable.
2. Flip it over.
3. Plug it back in.
4. Wait for a moment.



Image displaying only on one screen?

1. Open **Systems Settings** and select **Displays**.
2. Choose **Mirror** for the same image on both screens OR **Extended Display** for independent images.
If using **Extended**, drag windows between screens as needed.



No sound from the classroom speakers?

1. Open **System Settings** and select **Sound**.
2. Choose **Extron** as the output.
3. If Extron isn't listed, restart your computer.

