

## Sanctuary TV Instructions

### Knox Presbyterian Church

Due to the large number of devices, including TVs, in the system there can be communication conflicts that result in one or more of the TVs not showing a signal. The following procedures are steps that can be taken to resolve the issue. If these procedures do not resolve the issue there needs to be a system redesign.

#### **Procedure 1:**

On initial startup: Turn on the large TVs on the front wall on first, then turn on the side TVs and after the side TVs are showing a picture , turn on the two confidence TVs.

#### **Procedure 2:**

In the event that one or more of the TVs do not show the image follow the steps below:

1. Turn off ALL TVs
2. Locate the equipment rack on the lower level stage which houses the video distribution equipment.
3. Unplug the rack from the wall
4. Leave it unplugged for 30 seconds
5. Plug it back in. Allow about 30 seconds for the system to reboot
6. Turn on the TVs in the order indicated in procedure 1 above

#### **Procedure 3:**

In the event the system still does not fully set up properly follow these steps in the exact order listed:

7. Turn off ALL TVs
8. Locate the equipment rack on the lower level stage which houses the video distribution equipment.
9. Unplug the rack from the wall
10. Power off the presentation computer in the A/V loft (Do not use restart, turn power off)
11. Power the presentation computer back on
12. After the presentation computer is fully booted and the presentation software loaded:
13. Plug plug the distribution rack back in. Allow about 30 seconds for the system to reboot
14. Turn on the TVs in the order indicated in procedure 1 above

