

St. Ambrose University | Samsung Display & AIO Troubleshooting Guide

For classrooms using a Samsung display and a Dell AIO podium PC

Issue	Steps
No image on TV (black / "No Signal")	1. Confirm TV is powered on and set to correct HDMI input (see Input Switching below). 2. Wake the PC — press keyboard or move mouse; sign in if locked. 3. Unplug the HDMI cable from the CENTER port on the back of the Dell AIO, wait 5 sec, plug back in firmly. 4. Press Windows key + P on the keyboard, select "Duplicate" (or "Extend" if using TV as second screen). 5. If still blank, restart the Dell AIO.
TV on wrong input, or stuck in an app (Netflix, browser, etc.)	1. Press the HOME button on the Samsung remote — this exits any open app and opens the home menu, even if someone left the TV on Netflix, a browser, or another app. 2. Arrow left/right to "Connected Devices" (or "Source") in the top menu bar and press Select. 3. Choose the HDMI input connected to the podium PC (labeled on/near the TV port, e.g. "HDMI 1 - PC"). 4. If the input isn't listed, check the HDMI cable is seated in both the TV port and the AIO center HDMI-out.
Picture on PC monitor but not TV (or vice versa)	1. Press Windows key + P on keyboard. 2. Cycle through: PC screen only → Duplicate → Extend → Second screen only. 3. "Duplicate" is the normal classroom setting — select it and confirm image appears on both.
No sound / audio issues	1. Do NOT unplug the 3.5mm audio cable from the AIO — it feeds the classroom amplifier and may cause loud noises or humming when unplugged. Leave it connected. 2. Check Windows sound output (speaker icon, bottom-right of taskbar): "Headphones" being selected is normal — that's the amplifier's input, not an error. 3. Confirm the amplifier unit itself is powered on and its volume is turned up. 4. If still no sound, switch Windows sound output to "Samsung [TV]" instead — this routes audio through the TV speakers as a temporary workaround. 5. Leave the amplifier connected and flag the issue for IT; do not attempt to open or rewire it.
Remote unresponsive	1. Point remote directly at TV sensor (bottom edge); remove obstructions. 2. Check/replace batteries. 3. If remote is lost, most functions (power, input) can be reached via buttons on the underside/back edge of the TV.
TV won't power on	1. Confirm TV power cable is seated at the wall and at the TV. 2. Press the physical power button on the TV (not just the remote). 3. Check the wall outlet / power strip is switched on.
Dell AIO won't power on	1. Confirm power cable is seated at the wall and at the PC. 2. Press and hold the power button 3 seconds. 3. Check the podium power strip/surge protector is switched on.

Quick Reference

- HDMI cable: always connect/disconnect at the CENTER HDMI-out port on the back of the Dell AIO — never at the TV.
- Windows + P menu: PC screen only → Duplicate → Extend → Second screen only. Use "Duplicate" for normal class use.
- Samsung remote Input Switching: HOME button → Connected Devices/Source → select the HDMI input labeled for the podium PC. (This remote has no dedicated Source button.)
- Audio: the 3.5mm cable from the AIO feeds the classroom amplifier — never unplug it (may cause loud noises/humming). If no sound, switch Windows output to the TV speakers as a temporary fix.
- Still not working? Restart the Dell AIO first, then the TV, before calling for support.

IT Support: ITsupport@sau.edu | Immediate assistance: 563-333-6368 (*6368) Rooms: CHSE 275; CHSE 116