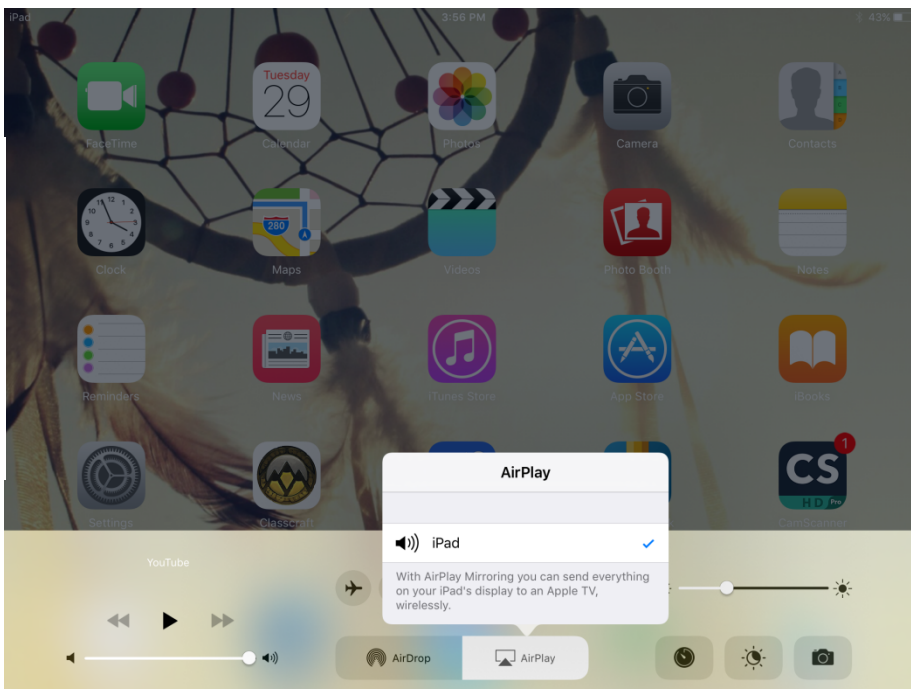
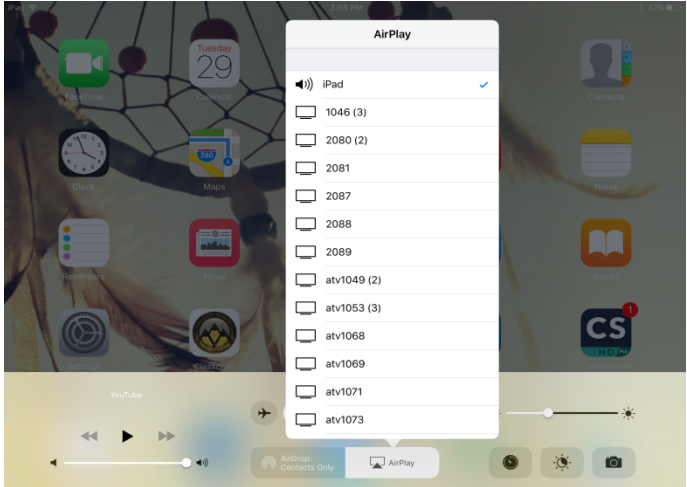
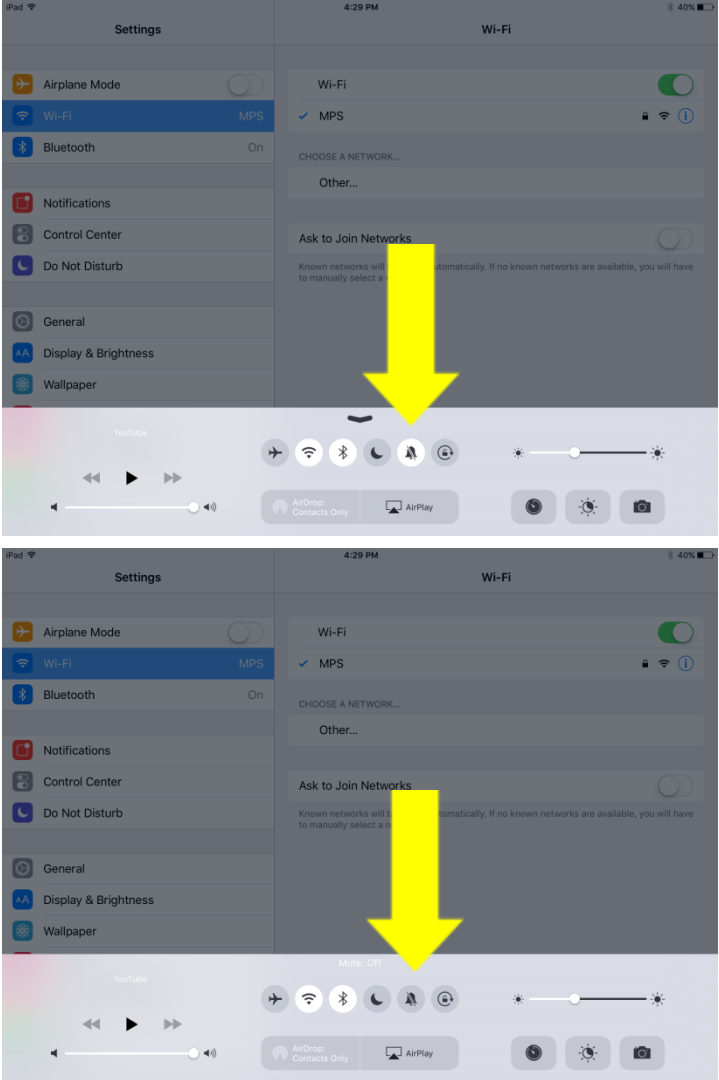


iPad->AirPlay Troubleshooting Chart*



Is this the problem?	Try this!
You don't see the device you want to stream to (atv2057)	1. Open AirPlay from the Control Panel and scroll down to find the classroom TV (2057)  2. Make sure that the TV is on. 3. Check that the red light is on under the label “Apple TV” on the black box. 4. Check that all cables are plugged into the router under the computer desk and behind the TV. 5. On your iPad, go to Settings > Wi-Fi and check that you're on the same Wi-Fi network as the Apple TV (MPS).

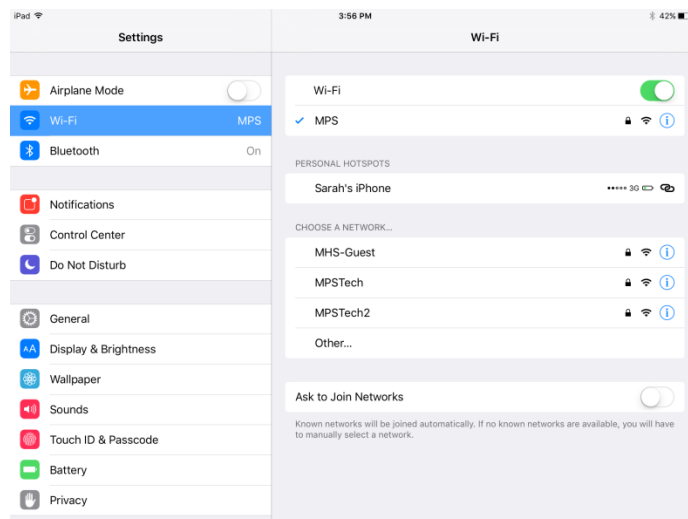
	- Restart Apple TV by hitting “System Off” on the black control panel or restart your iPad. - If you still need help, contact MHS Tech Support at: it@methuen.k12.ma.us
You see video but don't hear audio	- Make sure that the volume is up (not muted) on both the iPad and TV. - On your iPad, check the Ring/Silent icon in the Control Panel. If it's set to silent, you'll see a bell with a line through it. Tap the icon once to allow sound. 
Your content gets interrupted or your network lags	- Make sure that your iPad is connected to the correct Wi-Fi (MPS). - Check if nearby classrooms are connected to Apple TV as well - Connect your iPad directly to the TV with the HDMI cable. *Note: Your AirPlay connection might get interrupted when you lock your device, put it to sleep, or switch to a different app.

You don't see AirPlay options in Control Center on your iPad or a message says, "Looking for Apple TV"

1. Restart Apple TV by hitting "System Off" on the black control panel or restart your iPad.



2. Check that all cables are plugged into the router under the computer desk and behind the TV.
3. On your iPad, go to Settings > Wi-Fi and check that you're on the same Wi-Fi network as the Apple TV (MPS).



If you still need help, contact MHS Tech Support at:
it@methuen.k12.ma.us

*Adapted from Apple Support page "Get help with AirPlay and AirPlay Mirroring on your iPhone, iPad, or iPod touch" <https://support.apple.com/en-us/HT204291> Accessed: November 29, 2016