

Lawrence Campus Hoteling Spaces - Technical Information

General Support Information: These spaces are not actively supported or monitored. To report an equipment issue or missing cable or peripheral, please email Public Computing at pcs_dl@ku.edu

For any issues or support not related to hoteling spaces, please contact your department's technical support staff as you normally would.

Setup: Initially, all tech-enabled available campus hoteling spaces will consist of a single monitor, a keyboard, and a mouse. The keyboard and mouse will both be directly connected to the monitor via a USB cable. You may connect your laptop to the monitor via available video cable(s) and the USB cable will then allow you to use the provided keyboard and mouse.

There are two monitor types / setups currently available for reservation:

1. Dell P2419H with DisplayPort, HDMI, USB

2. Dell P2210 with DisplayPort only, USB



This setup does not include a traditional docking station or power source, but you will connect your laptop to this setup in a similar manner. The monitor will have respective cables connected to it that should be on the desk.

To guarantee connectivity and compatibility, it is recommended that you bring any laptop monitor adapters, power supply / charger, and any related camera / headset you may need for meetings.

Assuming your laptop and the monitor are powered on, once you have connected the appropriate video cable to your laptop, your laptop should project to the monitor. You may need to use the input select button on the bottom right of the monitor to "find" the active video input if it does not automatically select it.

It is important to remember that this setup does not include a docking station and as a result of not having a docking station, your experience may differ from your peers in terms of how your laptop connects to this setup. You may need to make minor adjustments on your laptop to achieve your desired setup. Please see the next page for a few troubleshooting scenarios I've compiled.

Hoteling Space – Troubleshooting

Troubleshooting: The following is written for PC users since the majority of campus faculty and staff are assigned PC laptops and not Macbooks, but the principles are the same.

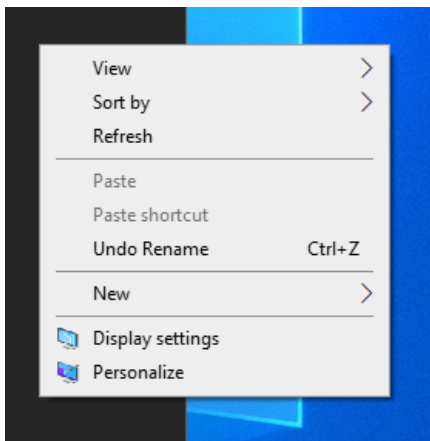
1. No image is displayed on either your laptop or the monitor

If you see no image on either monitor, first open your laptop and sign on to your computer like you normally would. The act of waking\signing on to your computer should cause both screens to display an image.

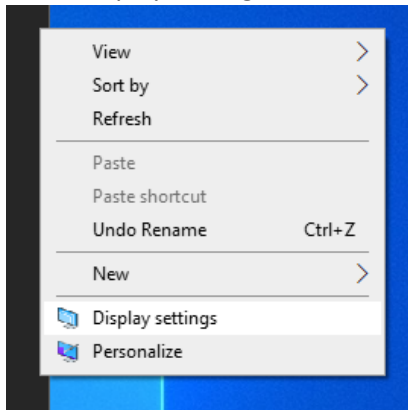
2. The same image is displayed on both screens

This is a setting on your laptop that needs to be adjusted. To resolve this, please complete the following:

A. Right click on empty space in your desktop



B. Select Display Settings



C. Scroll down until you find the Multiple Displays section

Multiple displays

Multiple displays

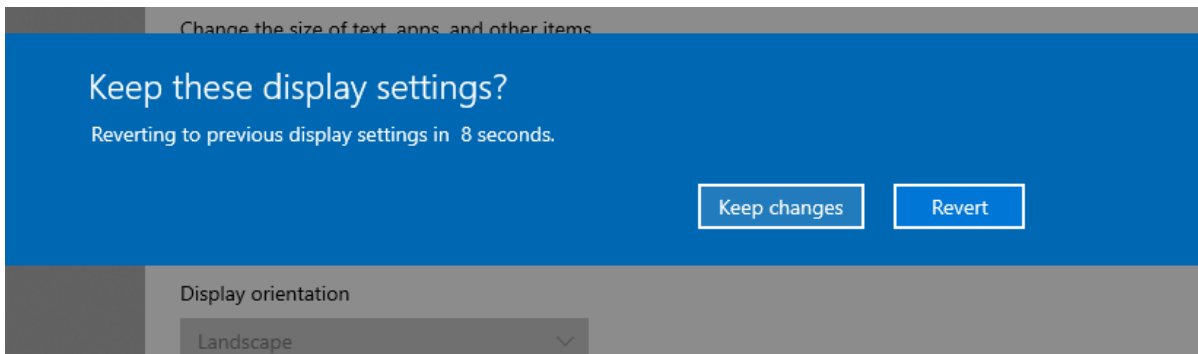
Duplicate these displays ▾

[Connect to a wireless display](#)

[Advanced display settings](#)

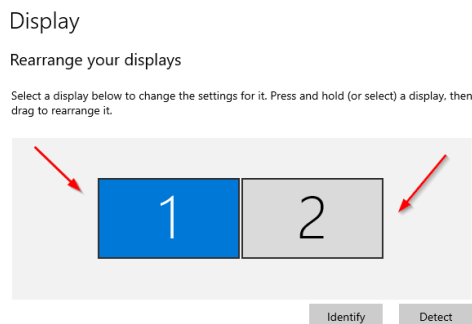
[Graphics settings](#)

- D. From the drop down, select the option to extend these displays and then hit apply.
- E. Select keep these changes

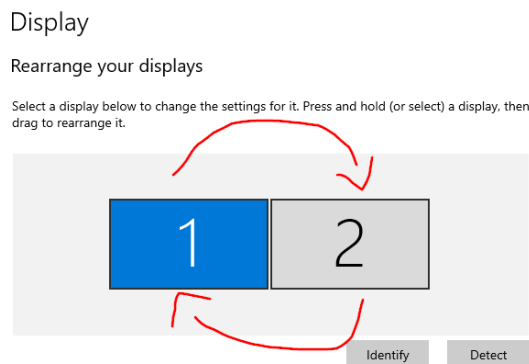


3. My mouse doesn't move from left to right as expected

- A. Follow the A through B steps in the first troubleshooting scenario
- B. Both monitors should be shown here



- C. Select the identify button to display which monitor is configured as number 1 and number 2 them as shown below
- D. If your monitor 1 and monitor 2 are reversed, you can move them accordingly by dragging



Still need help?

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