

# MERLYN MIND

## Merlyn Mind April Software Update FAQs

- [What are the software updates happening on April 26<sup>th</sup>?](#)
- [My device is no longer working after the software update. How can I resolve these issues?](#)
- [My Air Mouse no longer shows on my main display. How can I fix this issue?](#)
- [How do I switch between devices connected to the Merlyn device?](#)
- [How do I set up my computer to share my content in extended or duplicate mode?](#)
- [I am on extended mode and my computer doesn't turn on or show a black screen ... I can't see the login screen I am used to seeing every day.](#)
- [I am on extended mode, and I cannot find a file that I just opened?](#)
- [I am on extended mode, and I cannot find my mouse?](#)
- [I routed my computer audio to the Merlyn device, but I am playing a video and the audio is not coming out.](#)
- [How can I route the audio to my audio system in my classroom?](#)
- [I now see a message instructing me to register my Merlyn unit through the IT Admin Portal? How do I proceed?](#)
- [I am still having issues after following the troubleshooting tips above. How can I resolve these issues?](#)

*What are the software updates happening on April 26<sup>th</sup>?*

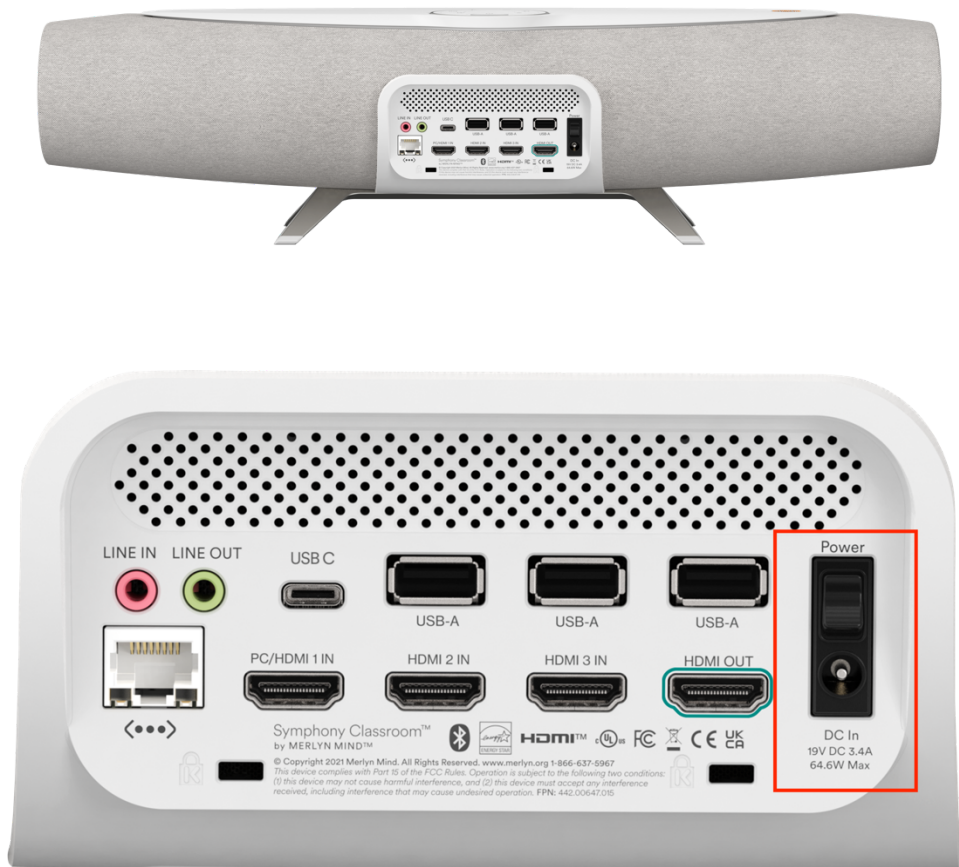
On April 26th, our team will be automatically updating your Merlyn device to our latest software.

This new update will allow our team to more easily add new integrations, features, and functionality, so please stay tuned for what's to come!

In addition, this update will resolve some technical and audio issues some teachers may have previously experienced.

*My device is no longer working after the software update. How can I resolve these issues?*

As the first measure of troubleshooting, please flip the power switch on the back of your Symphony Classroom speaker for 10 seconds and turn it back on.



**If flipping the power switch does not resolve the issue, this may mean that your computer display settings may need to be reconfigured for multiple screens.**

Below are a few different setups that allow a teacher to use multiple display screens.

Your computer uses “Dual Screens”, “Extended Displays”, and “Mirror Displays”.

To effectively use two different displays, use the “Extended Display” and mark your main classroom display (the display viewable by students) as the Primary/Main Display.

This will then allow you to use one display on my main classroom display (the display viewable by students) and still access a different display on my computer or laptop screen.

#### **Window Devices:**

Please see these Support Center articles to learn more on how to create an “Extended Display” on a Windows Device.

- [Set up dual monitors on Windows](#)
- [How to use multiple monitors in Windows](#)
- [Set the Primary and Secondary Monitor](#)

#### **Mac Devices:**

Please see these Support Center articles to learn more on how to create an “Extended Display” on a Mac Device.

- [To turn on extended display mode on Apple](#)
- [How to duplicate the screen on Mac](#)
- [Set the Primary Display on a Dual-Screen Mac Setup](#)

Please note:

- At this time, the Air Mouse will only work on the main display.
- Voice Requests on your Chrome Browser will only yield results on the screen that is hosting Chrome. You may need to drag your Chrome Browser from one display to another to get this set up correctly.
- If you have a Chrome browser open on both displays, the result of a voice command will be displayed on whichever browser window is active/most recently used (in the forefront)

*My Air Mouse no longer shows on my main display. How can I fix this issue?*

Please note that your Air Mouse only works on your primary or main display. Please select your TV, Promethean, Smartboard, Projector, etc as your primary or main display within your computer settings. To do this, please see the steps below:

### **Window Devices:**

To resolve this issue, please set our TV Display as your “Main” Display from your Desktop Computer settings page. From here, your Air Mouse will work on your TV Display.

To set your TV, Projector, Promethean, Projector, etc. as your Main Display, please follow these steps:

1. Right-click on your desktop and select "Display". At the top of the resulting dialogue box, your available monitors appear as blue, numbered boxes. Each box represents a monitor (e.g. box "1" corresponds with the left monitor and box "2" corresponds with the right monitor).
2. From the display, select the monitor you wish to be your main display.
3. Check the box that says "Make this my main display." The other monitor will automatically become the secondary display.
4. When finished, click [Apply].

Please see this article for more information: [Set the Primary and Secondary Monitor on Windows Setup](#)

### **Mac Devices:**

1. Select “System Preferences”
2. Click “Displays”
3. Choose the ‘Arrangement’ tab
4. Click and hold on the white bar at the top of the current primary display, this white bar signifies the menu bar
5. Drag the white bar across to the other monitor you want to set as the new primary display for your Mac
6. Notice the red border that forms around the new primary screen as you drag the white bar into the arrangement, this helps you determine which screen to use as the primary screen

7. After you release the white bar onto the other blue screen representation, the screens of both displays will flicker on and off briefly and the video output will adjust to accommodate the new settings
8. When satisfied with the new primary display setting, close out of System Preferences to keep the preferences set

Please see this article for more information: [Set the Primary Display on a Dual-Screen Mac Setup](#)

### *How do I switch between devices connected to the Merlyn device?*

By default, Merlyn will show the Merlyn home page, which will help you pair your device and teach you voice commands you can use with Merlyn.

To share the content from any device connected to Merlyn, just say “Hey Merlyn, switch to HDMI 1” or “Hey Merlyn, Switch to my computer” (Only works if you label an HDMI input as “Computer” or another available name). You can also use the switch input button on the remote ([See remote buttons here](#))

Before you switch between devices connected to the Merlyn device you need to do the following:

- Turn on the Merlyn device
- Turn on your TV, Promethean, Smartboard, Projector, etc
- Make sure the HDMI input on your TV, Promethean, Smartboard, Projector, etc is on the input where the Merlyn device is connected (You will need your TV/Smartboard/Projector remote to do this). You will see a Merlyn homepage that shows you the Pairing code or Merlyn recommendations.

### *How do I set up my computer to share my content in extended or duplicate mode?*

First, connect your computer to your Merlyn device, and make sure that you have a TV/Smartboard/Projector connected to Merlyn. Then go to display settings in your computer and adjust your monitor configurations to extended or duplicate mode.

#### **Extended mode**

When using the extended mode, you can share documents with your class on your TV, Promethean, Smartboard, Projector, etc, while you keep private documents on your personal monitor. You must set the TV, Promethean, Smartboard, Projector, etc as your Primary or Main display, to use Merlyn Air-mouse.

### **Duplicate mode**

When using the duplicate mode, all the content on your computer monitor will duplicate to your TV, Promethean, Smartboard, Projector, etc.

If you use your laptop with the screen open or closed, you have to set up the display configuration for both scenarios. To do so, save the configurations with your laptop opened, then close your laptop and save the configurations again. Your computer should remember your display configurations for both scenarios after that. Any time you set up a new monitor or if the Merlyn device is factory reset/updated, you will need to set up your display configurations again.

*I am on extended mode and my computer doesn't turn on or show a black screen ... I can't see the login screen I am used to seeing every day.*

When your computer goes to sleep, the login screen will only be visible when you switch to your computer on the Merlyn device. To see your login screen, just switch your computer via voice or the Merlyn remote. Your login screen won't show on your personal monitor, as Merlyn is acting as the main display.

*I am on extended mode, and I cannot find a file that I just opened?*

Any new window or document will open on the display connected to Merlyn first. Switch to your computer using voice or Merlyn remote to see your extended monitor and all files that you opened should be there. We recommend you open any file you want to use privately before class.

*I am on extended mode, and I cannot find my mouse?*

When you are sharing your computer content via Merlyn, the extended screen will always be active in the background even when the Merlyn device is showing the Merlyn home screen. Your mouse might be on that hidden extended screen. Just switch to your computer via voice or Merlyn remote and see if you find your mouse.

*I routed my computer audio to the Merlyn device, but I am playing a video and the audio is not coming out*

If you are using the Merlyn speaker as the main audio output from your computer, you must switch to your computer to listen to the audio. The audio won't come out if Merlyn is on home or other HDMI input.

*How can I route the audio to my audio system in my classroom?*

If you have an audio system connected to your TV, Promethean, Smartboard, Projector, etc, and you can route the audio from your computer through your in-classroom audio system instead of Merlyn speakers. Follow these steps:

1. Go to Merlyn settings by saying "Hey Merlyn, Go to settings" or press the settings button on the Merlyn remote.
2. Using the air-mouse select audio settings and select Use Display audio.
3. Turn the Merlyn device on/off using the switch on the back.
4. Go to your computer sound settings and select Merlyn or your TV, Promethean, Smartboard, Projector, etc as an audio output. (If you can't find it, reboot your computer)

*I now see a message instructing me to register my Merlyn unit through the IT Admin Portal? How do I proceed?*

If you see a message to register your Merlyn unit through the IT Admin Portal, this message indicates that your School/District/IT Administrator has not yet registered your Merlyn device in the IT Admin Portal.

***If you are a teacher, please follow the steps below:***

1. Locate your School/District/IT Administrator who manages the Merlyn devices at your school
  - a. Please note that if you are unable to identify who this person is or are no longer able to reach this person, please contact [support@merlyn.org](mailto:support@merlyn.org)
2. Instruct the School/District/IT Administrator to follow the steps below

***If you are the School/District/IT Administrator, to register the Merlyn devices at your school, please follow the steps below:***

1. Visit <https://admin.merlyn.org/>
2. Claim your organization/s on the Organizations page
3. Register your devices by Ethernet MAC Address on the Devices page
4. Authorize users of your devices on the Users page

From here, teachers using Merlyn devices at your school will be able to fully access their device.

For more information on registering Merlyn device through the IT Admin Portal, please see this [Getting Started Admin PDF](#) and these additional [FAQs](#).

*I am still having issues after following the troubleshooting tips above. How can I resolve these issues?*

We're sorry to hear that you are still having issues after this software update. Please follow any pre-established steps to contact your IT Administration resources or feel free to email our team directly at [support@merlyn.org](mailto:support@merlyn.org). Our team will be happy to work with you directly to resolve these issues.