Technical assistance is available. If you require assistance, please call Ext 6066.
Quick Help

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Technology Overview

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Touch Screen is not active

How do I recognise a Touch Screen?

- Labelled ‘touch screen’ along the top
- Chunkier screen, no keyboard
- Normally sits to the side of the normal login computer
- Fingerprints on the screen

Touch screen not active?

Check that all the monitors are on and that the lights on the power buttons are green, normally found on the bottom right of the monitor.

Press your finger gently but firmly on the display area of the touch screen.

Give it half a second to respond to your touch.

If you need support call the Hotline on 6066
Audio – there is no sound

1. On the PC check the speakers, unmute and turn up audio (bottom right of screen by the digital clock).

2. Check your Touch Screen and Take Control Of Video Conference.

3. Click the Up button. Does the volume go up? Check MIC ON and Speaker ON are both green.

Other common issues

Is the microphone on and plugged in?

Does the desk have extra controls?

Ask the other end to unmute or turn the volume up.
Lighting – Get rid of shadows

1. Choose Lighting Preset 3 (it is the default).
   If lighting isn’t quite right, select Advanced lighting.

2. Click UP for the Lectern lights. Note that the main lights can be set to 100% if you need more overall light.

3. For video conferences, make sure the Whiteboard Lights are OFF, otherwise they will cause the lecturer to be silhouetted with a glare behind them, causing a reverse shadow effect.

If you need support call the Hotline on 6066
Video—Using the Computer DVD

The DVD should autoplay, but if not;

1. Double click on the Computer icon (on the desktop).

2. Right click on the DVD icon, Left click Play with VLC media player.

3. With the mouse select from the menu choice that will play the movie e.g. Play movie.

4. Press the F11 key for fullscreen and again to minimize.

5. Press spacebar to play and pause.
Video—Using the VCR or DVD Player

1. Take control of **DVD Player** (or **VCR** for tapes).

2. Turn the **Projector ON**.

3. Press **Play**.

4. If necessary, use **Menu** to navigate.

**NOTE:** If you do accidently click **full screen** on the touch screen, press the **Push to exit full screen video** button, found at the bottom left.

If you need support call the Hotline on 6066
The cable used is VGA

An adapter cable will be needed if your laptop has any of these sockets

Here are some examples of adapters

This is a standard VGA cable

VGA
DVI

USB to VGA (PC)
USB to VGA (Mac)
Video—Using your laptop

Set your laptop video view as MIRROR (ie the same). Your laptop has a keyboard shortcut to view the video on both your laptop and the projector. Look for the laptop only keys (usually a different colour or name). Often it’s `FN + F4` (see images) —BUT NOT ALWAYS!

**IPAD/MAC:** No display or flickering?
Restart your MAC and/or lower both the resolution to 1024 x 768 and the refresh rate to 60hz.

1. Take control of Video Conference.
2. In Slide Show Send, Laptop is selected.
3. Take Control Of Projectors.
4. Ensure **Projector is on** and **laptop** is selected.
5. Using the **VGA** cable on the desktop, plug your laptop in and select the Activation Keys as above.

**NOTE:** If your laptop does not fit the blue **VGA Cable** - you should bring your own cable that adapts from VGA to your laptop (this includes HDMI, DVI and display ports)

If you need support call the Hotline on 6066
Audio—I can’t hear the Far End

Most probable cause
Ask the other end to unmute their polycom
Check the polycom on the desk.
Red light = muted, press it
Green light = operational
No light = not in a call yet

Otherwise do the following

On your Touch Screen

1. Take Control Of Video Conference.

2. Select UP for Main Volume
   Check the volume goes up.

3. Do the same for V-Conf Volume.

4. Check Speaker On is Green.
Audio – The Far End can’t hear me

Check the Touch Screen

1. **Take Control Of** Video Conference.

2. **Select UP** for **Main Volume**
   Check the volume goes up.

3. Do the same for **V-Conf Volume**.

4. **Check Mic On** is Green.

5. Ask the far end to unmute their remote and to turn their volume up (you may need to use sign language).

6. Check you haven’t muted your polycom either.

Check the polycom on the desk.

Red light = muted, press it
Green light = operational
No light = not in a call yet

Other possible causes

On the PC you are using, unmute and turn up audio
Is the microphone plugged in and turned on?
Does the desk have extra audio controls?

If you need support call the Hotline on 6066
**Video - I can’t see the Far End**

1. **Take Control Of** Video Conference.

2. Select **Their Camera (Your view of them)** (the pink button and panel).

3. Change to camera2 on Your view of them then change back to Camera1.

4. Change the Camera angle, Tilt, Pan and zoom out.

5. Is your monitor, TV, or rear projector turned on and set to **Far**?

6. Ask the far end if their camera is turned on and if they can see you panning and tilting the camera.

   **If not then call the Hotline on 6066**
Video - The Far End can’t see me or my PC

Check these settings

1. Take Control Of Video Conference.

2. Slide Show Send, Room PC is selected. (Their projector 2)

3. Your Camera is selected.


You will now need to ask the far end to check these settings, you are unable to do this yourself

5. Their projector is turned on.

6. Their projector 1 is set to VC Near (for your presentation).

7. Their projector 2 is set to VC Far (for a view of you.)

If you need support call the Hotline on 6066
1. **Take Control Of** Video Conference.

2. **Slide Show**—Room PC is selected.

3. **Your Camera** is selected.

4. **Lectern (You)** is selected.

5. **Their Camera** is selected.

6. Change from camera 1 to Camera 2 then back to Camera 1 again.

If you can’t see them then continue on with these next selections.

Return back to Your Camera (what they can see) with the green background.
Camera - Presenting from HERE

Your view of the Lecturn

If you need support call the Hotline on 6066
Making video run smoothly

When watching video during a video conference, sometimes more bandwidth is required. This can be achieved by changing the viewing source.

1. The default is **Take control of Video Conference**.

2. Normally **Slide Show Send (to their projector 2 of)** has the default choice of **Room PC**. Turn that **OFF**.

3. Instead, use **What you Want Them to See (on their projector 1)** and select **Room PC**.
Camera - Presenting from BOPP

1. **Take Control Of** Projectors

2. Projectors 1 & 2 **ON**, Video Conference **Near on one** and **Far** activated on the other

3. **Take Control Of** Video Conference

4. Select Your Camera (What they can see) and select What you want them to see (on their projector) this will be set to **Audience**

5. Turn up **V-Conf Volume** and mute your microphone **Mic ON** so it is red until you are ready to talk to the BOPP end

If you need support call the Hotline on 6066
Ending a call early or starting a call (It’s just a phone!)

Most calls are managed, they will start and hang up automatically. However, if you want to make a change follow these steps.

1. Take control of Video Conference

   ![Video Conference control panel]

2. Choose Hangup or make a call.

   ![Video conference control panel]

3. To dial a new call, click First Page

   ![Address list]

4. Browse the address book

   ![Address list]

5. Browse and select the number

   ![Address list]

6. Click Call

   ![Address list]

7. Alternatively, dial the IP address directly (not recommended)

   ![Dial pad]

If you need support call the Hotline on 6066
Technology Overview
What technology may be on the Desk?

- View of Lecturer and Slide Show
- View of remote location
- Touch Screen
- You
- Them
- PC
- You Standing at the lecturn
Audio Visual Control Interfaces

In the Touch panel, every button within Take Control Of gives more options.

You and Them (Video Conference)

This allows you to view remote or video conferencing locations, so you can see them and it allows you to actively participate and respond to each other. One view will generally be set to YOU (what the remote students will see) and one will be set to THEM (your view of the remote students). At the lectern you will see within your line of sight either TVs, LCDs or Projection screens so you can set your views.

If you need support call the Hotline on 6066
The Touch Screen

How to recognise a Touch Screen
- Fingerprints on the screen
- Chunkier screen
- No keyboard
- Label on the top Touch Screen
- Normally sits to the side of the normal login computer

Touch Screen or a Physical Panel

There are two types on campus. Most video equipped lecture rooms use a Touch Screen. The Touch Screens will control audio, lights, projectors, generally all your management needs in one place. See “Take control of menu” to view the extended options and views.

Smaller teaching rooms use a physical panel with lights and or switches on the lectern, to turn technology on or off.

PC - Normal Screen

Where you log in, to use your powerpoint display and the information you require for your lecture. This also provides you with access to panopto for recording your lesson.

Cables

You will find cables on the desk to plug in a laptop plus other equipment like microphones etc.
Projectors

An alternative to a projector may be televisions, LCD screens or interactive projectors.

Touch Screen

To find projectors, **Take Control of**—Projectors, turn them on, and select the source that you are planning on displaying.

There will generally be two projectors displaying behind you for your students, and one or two displays in front of you, for you to use when video conferencing or just to see the display while still engaging the students.

Sources to choose from

Each projector has the ability to display independently, the sources include:

- **Built in computer**—the PC you are currently logged into.
- **Laptop**—your laptop, if you connect it using the VGA cable on the teaching desk (note, a MAC needs an adapter that you need to provide).
- **VCR/DVD**—If you have tapes or disks, this is the device to use, although you can also use the computer or laptop for playing disks.
- **Document Camera**—for displaying printed material like books, OHTs and handwritten notes.
- **Video Conference buttons**—please review Video Conferencing for more information.

If you need support call the Hotline on 6066
To find video conferencing, Take Control of—Video Conferences, Select Your Camera. Then pick the two views you want them to see, the default is, lecturer and room PC.

Key Points to check

Video conferencing has a few key points to consider when things go wrong:

- Audio—All Green lights? Volume at 50% or more? Microphone turned on? The other end has not muted you?

- Their view—Do they have their projectors on? Do they have near and far views selected? Do you have Lectern (projector1) & Room PC (projector2) selected? Is your end okay?

- Your view—switch from the green ‘your camera’ view, to the pink ‘their camera’ view. Try pan or tilt, does the camera view change?

- Call failure—Call the Hotline 6066 to be reconnected.
DVD or VCR Player

Touch Screen

To find your DVD or VCR, Take Control of— VCR or DVD. They work in an identical way except DVD has a menu control to be able to get past the menu window, and play the disk.

Key Points

Keep in mind, this is the same as playing a DVD or VCR at home, the controls are the same, they are just on a Touch Screen in front of you:

- This will display on your projector, not your computer.

- It will not record on panopto (to do this, play the DVD on the computer instead).

- If it fails to see the DVD disk, try the computer, if it jumps or shudders, clean it with a lint free cloth, from the centre out to the edge.

- If it fails to play the VCR tape cleanly, tap the bottom of the tape against your hand, ensure the magnetic tape is taut, try again.

- Call the Hotline 6066 if you think it is the player at fault.

If you need support call the Hotline on 6066
Lighting

Lighting should be available on the bottom, left corner of all pages, with audio on the right hand side. The default lighting is normally number 3, but you can also enter advanced lighting to change the intensity of the lights.

Touch Screen

Lighting should be available on the bottom, left corner of all pages, with audio on the right hand side. The default lighting is normally number 3, but you can also enter advanced lighting to change the intensity of the lights.

Key Points

The lights have motion sensors that will turn off after 10 minutes of inaction. The green presets are the default setting, but can be fine tuned with the advanced lighting:

- If there is no movement in the room the lights may turn off. To prevent this, turn on exam mode, to lock the lights on. Remember to turn **All Off** at the end of your lecture.

- Panopto needs good lighting so keep main and lectern lights fairly high.

- If you are video conferencing and the far end see a silhouette, turn off the whiteboard lights, ensure the lectern lights are at 100%.
Audio

Touch Screen
Audio should be available on the top right corner of all pages, with audio on the right hand side. The default volume is normally around 50% on the touch screen.

Key Points
Main audio is available on any page, but there are more options when you Take control of Video Conference:

- Make sure Mic and Speaker are ON (green) and are not muted (Red).

- Can you hear the volume change when using the UP button on Main Volume?

If you need support call the Hotline on 6066
Panopto

Panopto does not interact with the touch screen, all of its control is from the PC you are logged into. However, the touchscreen does control lighting and main volume.

Key Points

To access Panopto, you should have already added a panopto block to your Moodle paper and labeled it.

To prevent technical errors that can ruin your recording, make sure you check the following key points:

- Make sure the microphone bar moves into the yellow when you talk.

- Select both all other capture sources that are available, especially if you plan to show video, internet pages or other file formats.

- If it says record you are NOT RECORDING YET.

- Check the Recording Status tab to ensure the date and time is correct. If in doubt, call the Hotline 6066.

- DO NOT SHUT DOWN, make sure you log off only on both Panopto and the computer

TIP

If your Panopto supports the document camera you can use this as a whiteboard.

Please write on paper and not the unit plate
Document Camera

To find Document Cameras, Take Control of—Projectors. Select the document camera for one of them. If you are video conferencing, also Take Control of - Video Conferencing and select the Document camera instead of the lectern (you).

Key Points

Document cameras are slow to respond, hold the power down for 2 seconds, release and wait for it to turn on.

- Check for the light beside the power button (indicates it is on).
- Turn the lamp or backlight on, it will be labeled one or the other.
- Due to their slow response rate, only press the power button once, hold it for a second, then release. Wait for the green light (about 5 seconds).

If you need support call the Hotline on 6066
Interactive Projector and Whiteboard

On the PC, start the Interactive software.

On the Touch Screen turn the Interactive Whiteboard on

The menus switch you between mouse and pen. Just tap the button as it shows on the whiteboard.

Touch Screen

To find projectors, **Take Control of**— projectors, turn on the interactive projector and select the built in computer if necessary.

Key Points

The interaction is between your computer, the projection onto your whiteboard, and the special pen.

- On your computer, open the interactive tool.
- Your computer will display on the whiteboard, please use the special pens when writing on the display.
- You can use powerpoints, videos or any normal display, and can add notes on the fly.
- Panopto will record it (SCREEN needs to be selected) or you can save an interactive whiteboard file.
- Undo can be changed, but erase is permanent.
- Call the **Hotline on 6066** if in doubt.
Using special interactive pens

Touch Screen

Generally, the whiteboard and the touch screen do not interact with each other in any way if they are in a room together.

Interactive Whiteboard

An interactive whiteboard allows you to record the information and take it away with you. This can be printed or saved as data. For more advanced whiteboards that connect to computers, see Interactive Projectors on the previous page.

- There is a huge range of functionalities available. Please ensure you have practiced with the equipment beforehand.
- Check whether it requires special pens or special software to interact.
- If you require assistance, please call the Hotline 6066. If they are unable to help on the phone, they will send a technician to assist you.

If you need support call the Hotline on 6066