



# Classroom Support

OU Help Desk  
[csits@oakland.edu](mailto:csits@oakland.edu)  
248-370-2461

# Our Team

- Susan Hartman, Matt Brockington, Zach Walters, Josh Wargo & Alice Hine
- 5 Full Time Staff
- 12 Part Time Students



# Welcome New Faculty

- What can we do for you?
  - ✓ Help with classroom technology failures - includes computer, document camera, projector, screen, facilities
  - ✓ Issue classroom keys for classrooms (Z-4)
  - ✓ Set-up distance learning computer equipment
  - ✓ Equipment loans – Wireless microphones and web cameras are available for lecture capture sessions
  - ✓ **Classroom Technology Training.** One-to-one classroom technology orientations and hands-on demonstrations by appointment - use of the video projection system, computer, document camera, DVD/Blu-Ray player, electronic whiteboard and cables.

# When are we available?

- ✓ Monday – Thursdays 7:30 am – 8 pm
- ✓ Fridays 7:30 am – 6 pm
- ✓ Saturdays 8 am – 5 pm

BUSINESS HOURS		
MON.		TO
TUE.		TO
WED.		TO
THU.		TO
FRI.		TO
SAT.		TO
SUN.		TO

# How do you contact us?

- ✓ Phone 248-370-2461
- ✓ Email [csits@oakland.edu](mailto:csits@oakland.edu)
- ✓ Visit us in 202 Kresge Library



# Classroom Information Sheets



## Classroom Support Help Desk (248) 370-2461

OUPD: (248) 370-3331 or 911

Monday-Thursday 7:00am-8:00pm  
Friday 7:00am-6:00pm  
Saturday 8:00am-5:00pm

- A General Purpose Classroom (Z-4) key is required in order to gain access to any General Purpose Classroom. Z-4 keys are available to all OU faculty and staff; keys must be obtained in person at the Classroom Support Help Desk located in 116 Varner Hall. A valid OU faculty or staff ID is required.
- Begin by pressing the **ON** button on the EXTRON control panel located on the top of the instructor's desk. Once the equipment has warmed-up (ON button light stops flashing) select desired source to be displayed on the EXTRON control panel.

- Remote Controls, cable bundles to connect your own device(s), microphones and all other accessories are located in the instructor's desk drawer (where applicable).
- To display a black screen on the classroom projector(s), **BLACK SCREEN** can be selected from the EXTRON control panel located on the top of the instructor's desk.

**Note:** Volume level is adjustable via the EXTRON control panel volume knob located on the top of the instructor's desk.

- Please turn off and secure all classroom IT/AV resources before leaving the General Purpose Classroom.
- Please send an email directly to [csits@oakland.edu](mailto:csits@oakland.edu) for assistance.
- See below for additional EXTRON control system help documentation.

To reset your ADMNET password please visit:

<http://netid.oakland.edu>



For further information on classroom technologies, please visit:

<http://www.oakland.edu/csits>



### Classroom PC:

- Press the **PC** button on the EXTRON control panel located on top of the instructor's desk.
- Press the **POWER** button on the front of the computer located in the equipment rack of the instructor's desk.
- If audio is desired, ensure that the computer volume is set at an appropriate level before starting.
- Login with ADMNET credentials when prompted
  - If you have an ADMNET login and have forgotten your password, please visit [netid.oakland.edu](http://netid.oakland.edu) or scan the QR code above.
  - If you need ADMNET credentials, please visit [forms.oakland.edu](http://forms.oakland.edu) to fill out the ADMNET account request form. Credentials must be obtained in person from DHE 220.
- For more detailed instructions on the classroom computer please visit the URL to the right of the EXTRON control panel picture.

### Connect your Laptop/Tablet:

- Press the **LAPTOP** button on the EXTRON control panel located on the top of the instructor's desk.
- Retrieve the combination VGA / Network / Audio cable from the instructor's desk drawer.
- Using the combination cable, connect laptop to the Computer, Audio, and Cat-5 ports located on the EXTRON control panel and to the ports on your laptop computer.
- Configure laptop display and audio settings per device.

### Document Camera:

- Press the **DOC CAM** button on the EXTRON control panel located on the top of the instructor's desk.
- When on, a green LED will illuminate next to the **POWER** button on the document camera.
- The **ZOOM**, **IRIS**, and **AF** (auto focus) buttons located on the face of the document camera allow for the adjustment of the document camera image.
- For more detailed instructions on the document camera in the classroom please visit the URL to the right of the EXTRON control panel picture.

### DVD Operation:

- Press the **DVD** button on the EXTRON control panel located on the top of the instructor's desk.
- Insert DVD into the DVD player located in the instructor desk equipment rack, then press the play button located on the EXTRON control panel on top of the instructor's desk.
- DVD's can also be played with the classroom computer.

### Interactive Touch Panel Display

#### (StarBoard / Desk Monitor):

- See the PC section for information on how to login to General Purpose Classroom computers.
- Locate the pen attached to the interactive touch panel display.
- Click the button on the top of the pen to begin using the interactive touch panel display (if applicable).
- Annotations can be created in any Microsoft Office program or in the whiteboard program located on the Desktop.
- Be sure to press the button on the top of the pen again to turn it off in order to preserve pen tool battery life (if applicable).
- For more detailed instructions on the interactive touch panel display in the classroom please visit the URL to the right of the EXTRON control panel picture.

#### Microphone (if equipped):

- Microphones are located in the instructor's desk equipment drawer.
- Turn on the microphone and then manipulate the volume by adjusting the volume knob located on the EXTRON control panel located on the top of the instructor's desk.
- For more detailed instructions on using the microphone in the classroom please visit the URL to the right of the EXTRON control panel picture.

Revised: 6/09/2014

- A General Purpose Classroom (Z-4) key is required in order to gain access to any General Purpose Classroom. Z-4 keys are available to all OU faculty and staff; keys must be obtained in person at the Classroom Support Help Desk located in 116 Varner Hall. A valid OU faculty or staff ID is required.
- Begin by swiping across the CRESTRON touch screen located on the top of the instructors desk, then **press anywhere on the screen to turn on the system.** Finally select the desired device from the available sources given at the top of the touch screen.

- Remote controls, microphones, and all other accessories are located in the instructor's desk drawer (where applicable).
- To display a black screen on the classroom projector(s), select the **Device Control** menu located in the upper right corner of the monitor, then select **Utility**, then press the **Video Mute** button.

**Note:** Volume level is adjustable via the device control menu located in the upper right corner of the CRESTRON monitor

- Please turn off and secure all classroom IT/AV resources before leaving the General Purpose Classroom by pressing the **Power Off** button located in the upper right of the touch panel.
- See below for additional CRESTRON control system help documentation.
- Please send an email directly to [csits@oakland.edu](mailto:csits@oakland.edu) or call (248) 370-2461 for assistance.

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For further information on classroom technologies, please visit:

<http://www.oakland.edu/csits>



## Classroom PC:

- Press the **PC** button from the available sources given at the top of the touch screen. Press the **POWER** button on the front of the computer located in the equipment rack of the instructor's desk.
- If audio is desired, ensure that the program volume is set at an appropriate in the bottom right corner of the touch screen.
- Login with ADMNET credentials when prompted
  - If you have an ADMNET login and have forgotten your password, please visit [netid.oakland.edu](http://netid.oakland.edu) or scan the QR code above.
  - If you need ADMNET credentials, please visit [forms.oakland.edu](http://forms.oakland.edu) to fill out the ADMNET account request form. Credentials must be obtained in person from DHE 220.
- For more detailed instructions on the classroom computer please visit the URL to the right of the CRESTRON monitor pictures.

## Connect a Laptop/Tablet:

- Press the **LAPTOP** button from the available sources given at the top of the touch screen.
- Select the desired laptop video connection. (HDMI, HDMI with 3.5mm Audio, VGA with 3.5mm Audio, Aux Video)
- Connect laptop to the Computer, Audio, and Cat-5 cables located on the top of the instructors desk in the cable cubby.
- Configure laptop display and audio settings per device.

## Document Camera:

- Press the **Document Camera** button from the available sources given at the top of the touch screen. Press the **Power Button** located on the side of the document camera to turn it on.
- When on, a green LED will illuminate on the top of the document camera.
- The **ZOOM** and **auto focus** buttons located on the face of the document camera allow for the adjustment of the document camera image.
- For more detailed instructions on the document camera in the classroom please visit the URL to the right of the CRESTRON monitor pictures.

## DVD/Blu-Ray Operation:

- Press the **Blu-Ray** button from the available sources given at the top of the touch screen. Insert DVD/Blu-Ray into the player located in the instructor's desk equipment rack.
- Use the on screen controls to navigate the media.
- DVDs can also be played with the classroom computer.

## Interactive Touch Panel Display:

- See the PC section for information on how to login to General Purpose Classroom computers.
- Locate the pen attached to the interactive touch panel display
- Annotations can be created in any Microsoft Office program or in the whiteboard program located on the Desktop.
- For more detailed instructions on the interactive touch panel display in the classroom please visit the URL to the right of the CRESTRON control panel picture.

## Microphone:

- Microphones are located in the instructor's desk equipment drawer.
- Turn on the microphone and then manipulate the volume by adjusting the **Microphone Volume** level located in the **Audio Controls** Menu located in the left hand column of the touch screen.
- For more detailed instructions on using the microphone in the classroom please visit the URL to the right of the CRESTRON monitor pictures.

# Report Classroom Conditions

Report any general classroom condition issues (light bulbs, flooring, windows, etc.) to facilities department.

Call (248) 370-2381 or submit a work request at [tma.oakland.edu](https://tma.oakland.edu) (only available on campus).

For furniture or chair shortages, call or email the OU Help Desk.



# Classroom Equipment Resource

View all classroom equipment and seating information on-line at  
[www.oakland.edu/csits/classrooms](http://www.oakland.edu/csits/classrooms)

**Classroom Support and Instructional Technical Services**

[Video Services](#)  
[Staff Roster](#)  
[Contact Us](#)

**Classrooms**

[CSITS Help Desk](#)

[Multimedia Services](#)

[Service Charges](#)

[Tutorials](#)

[Special Events](#)

Classroom Support and Instructional Technical Services  
Varner Hall  
371 Varner Drive  
Rochester, MI 48309-4485  
([map](#))


GENERALFAQINSPECTORCLASSROOM CONTROLSINSTRUCTIONAL SOFTWAREREMOTE DESKTOP SESSIONS

**View Classroom Resources** To view detail on how a specific classroom and/or specialty room is equipped, select it from the pull-down list below and then click on SUBMIT.

201 Dodge Hall (DH) - ClassroomSubmit

### 201 Dodge Hall (DH), Classroom

Basic Room Information	
Seating Capacity	314
Seating Type	Fixed/Tiered
Video / Data Projector	Epson G5350
Desktop Computer Display	Hitachi Starboard T-17SXL
Operational Instructions	Click this link for <a href="#">Equipment Operation Instructions</a> .
Maximum Resolution	1600 x 1200
Projection Screen	20'
Projection Screen 2	12'
Comment	20' blackboard



Blu-Ray player	NO
Classroom Computer	YES
CRESTRON control system	NO
Dimmable lighting	YES
Document camera	YES
DVD/VHS player	YES
EXTRON control system	YES
Sound System	YES
Wireless microphone	YES

# Emergency Conditions

- Contact the OU Police Department **911** or
  - Text “OUPD + Message” to 67283
- 248-370-3331 Dispatch Operations Center  
248-370-2000 School Closing Hotline  
248-370-2826 Parking Services  
248-370-2100 Oakland University Switchboard
- [info@oupolice.com](mailto:info@oupolice.com)



# Classroom Support – OU Help Desk

- ❖ 202 Kresge Library
- ❖ Monday – Thursday 7:30 am – 8 pm
- ❖ Friday 7:30 am – 6 pm
- ❖ Saturday 8 am – 5 pm
- ❖ Phone: 248-370-2461
- ❖ Email: [csits@oakland.edu](mailto:csits@oakland.edu)
- ❖ [www.oakland.edu/csits](http://www.oakland.edu/csits)

Questions?