

# Classroom Support

OU Help Desk 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

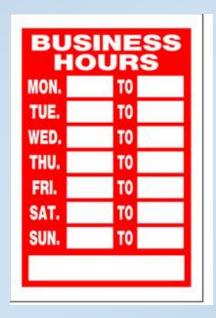


### Welcome New Faculty

- 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



### How do you contact us?

- ✓ Phone 248-370-2461
- ✓ Email <u>csits@oakland.edu</u>
- ✓ 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@caldand.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 or scan the QR code above.
  - If you need ADMNET credentials, please visit 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
- 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
- For more detailed instructions on the document camera in the dissercom 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 conditions.

Revised: 6/09/2014



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

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

OUPD: (248) 370-3331 or 911

- 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 menulocated 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 <u>csts@calcand.edu</u> or call (248) 370-2461 for assistance.

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### 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 comer 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 or scan the QR code above.
  - If you need ADMNET credentials, please visit 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 Menulocated 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.

Revised: 7/30/2015

### Report Classroom Conditions

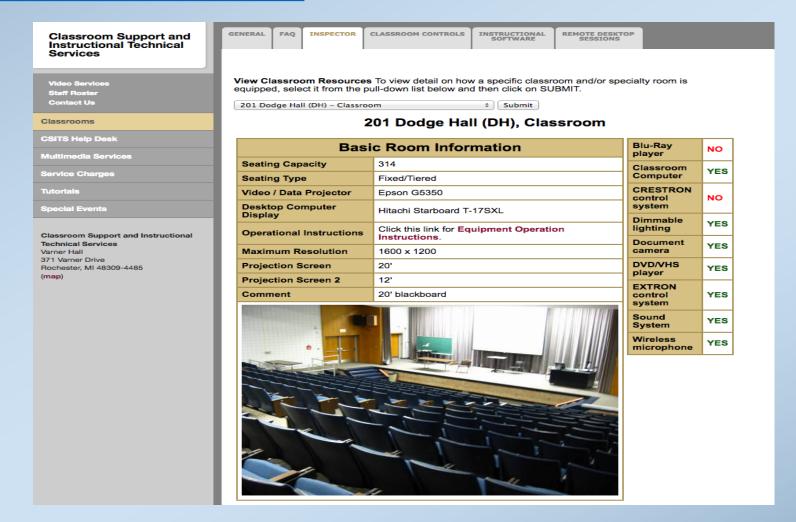
Report any general classroom condition issues (light bulbs, flooring, windows, etc.) to facilities department.

Call (248) 370-2381 or submit a work request at <u>tma.oakland.edu</u> (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



### **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



### 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
- \*www.oakland.edu/csits

## Questions?