

OU Help Desk

Classroom Support

Classroom Support Hours

Monday - Thursday: 7:30 AM - 8:00 PM

Friday: 7:30 AM - 6:00 PM

Saturday: 8:00 AM - 5:00 PM

Contact Us

- Call **248-370-2461** (During Support Hours)
 - Immediate Response
 - *Classroom not operational*
 - *Equipment needed*
- E-mail **CSITS@oakland.edu** (Anytime)
 - Respond during Support Hours
 - *Classroom Climate*

What to Expect when Calling

- Your Information
 - NetworkID (OU E-mail) and Class Location
- What is the issue
 - Projector dim? Keyboard inoperable? Can't login to the computer?
- General troubleshooting
 - Restart? (*If possible, complete this before call.*)
 - Other troubleshooting depending on issue.

Common Issues

- Keyboard/Mouse not working
- Not able to login to the computer
- Nothing displayed on Instructor's monitor
 - Black Screen - No light emitted
 - Blue (or black) Screen - "No Source"
- Projector dim
 - or not turning-on

Willcall and Services

- Z-Keys (Access to the classrooms)
 - 202 Kresge Library (follow the 'UTS Help Desk' signs)
 - Bring Identification
- One-on-One Training
 - Specific classroom
 - Schedule ahead of time (prior to class)
 - E-mail CSITS@oakland.edu or call 248-370-2461
- Revo (Microphone)

Web Resources

- Classroom Inspector
 - In-depth detail of classroom environments (by classroom)
- Software Requests
 - Allow time for research and installation
- Tutorial Videos
- Extron Video Guides
- Remote Desktop

Using the Classroom System



Login Credentials

- NetworkID

- 'NetworkID'@oakland.edu
- Used to access Sail, Moodle, Webmail, etc.

- ADMNET Login

- ADMNET\Username'
- Used to access Windows systems (Classroom Computers)

- GrizzlyID & PIN

- 'G00XXXXXX' (GrizzlyID)

Starboard and OneNote

- Starboard

- In the process of being replaced by OneNote
 - Some classrooms still have a Starboard
 - They will also have OneNote

- OneNote

- Replacing Starboard within the Classrooms
- Will be used on a touchscreen, same capabilities

Other Information

- Panopto

- To Gain Access:

- Contact E-Learning and Instructional Support (e-LIS)

- 430 Kresge Library

- 248-805-1625

- online@oakland.edu

- A/V Options

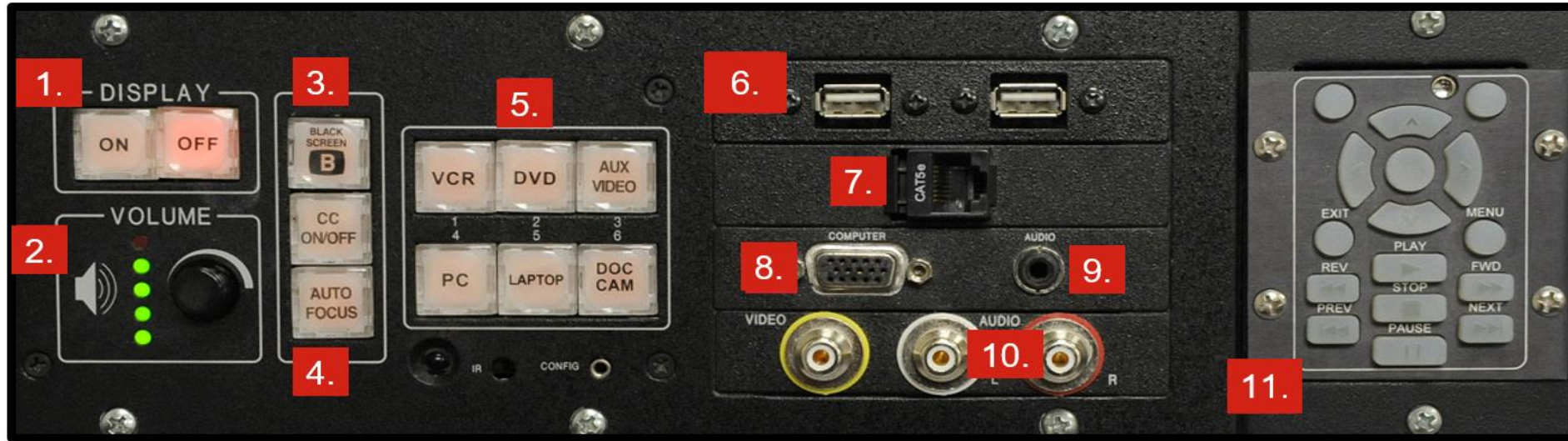
- Prior to beginning class, conduct a test recording

Recording with Click

Virtual Room Walkthroughs

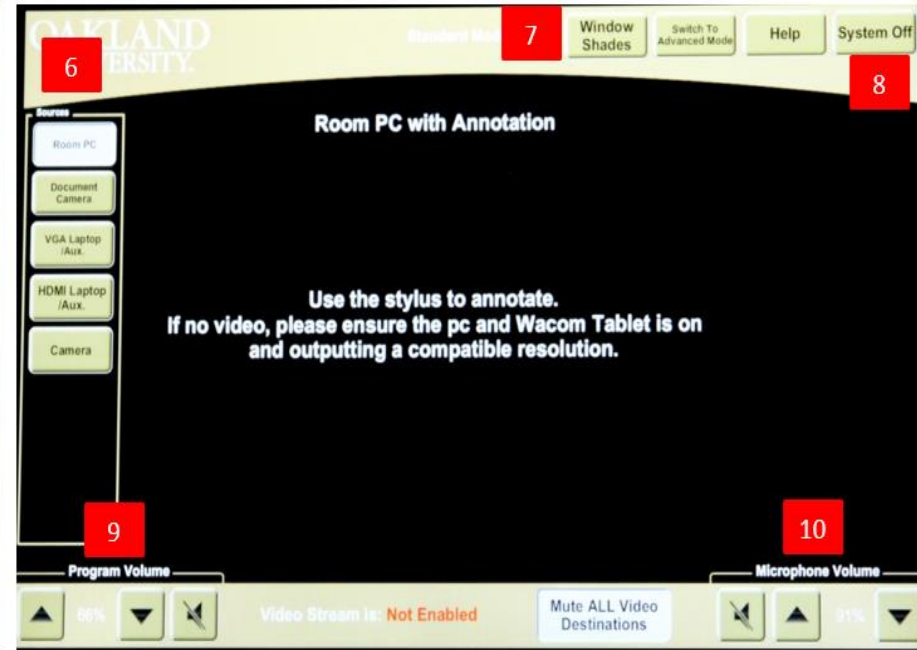
- Extron Systems
- Crestron Systems

Extron



1. Powers on and off the projector and the control panel.
2. Adjusts the system volume.
3. Displays a black screen on the projector.
4. Adjusts the image being projected if the projection is not aligned with the screen.
5. Selects the device to be projected onto the screen.
6. USB ports to connect memory sticks/hard disk drives to PC.
7. Ethernet port for laptop internet access.
8. VGA port for laptop video output.
9. 3.5mm jack for laptop audio output.
10. Component ports for video and audio output for external source.
11. DVD controls work when the DVD input is selected and the buttons are lit.

Crestron(Touch Panel)



- | | |
|---|------------------------------------|
| 1. Touch anywhere on screen to turn system on | 6. Source Selection |
| 2. Turn system on/off | 7. Adjust Window Shades |
| 3. Go to Home Screen | 8. Turn System Off |
| 4. Access Light Controls | 9. Computer/Laptop Volume Controls |
| 5. Turn Up/Down Audio Controls | 10. Microphone Volume Controls |

Questions?

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