



# Classroom Technology Reference Guide

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## Telephone Numbers for Assistance

IT Services HelpDesk

**706-737-1482**

Student Help Desk

**or 706-737-1676**

Media Services

**706-737-1703**

Physical Plant

**706-737-1590**

University Police

**706-737-1401**

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**Technology for Faculty 1101**

By Instructional Services

Information Technology Services

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## Getting Help

If the steps outlined here are not working or you are confused, upset, or otherwise distracted from your teaching, call for assistance:

Responsible Department	Telephone Numbers	Handles problems of these types
ITS HelpDesk	706-737-1482 or 706-737-1676	for computer, software, or network problems
Media Services	706-737-1703	for projector, overall system, or audio/visual equipment
Physical Plant	Your Building Coordinator or 706-737-1590	for lighting problems, broken furniture, etc
University Police	706-737-1401	for matters of safety, crime, etc.

**If you are in the middle of a class, be sure to tell the person so he knows the situation is urgent.**

When the regular ITS HelpDesk is closed, the Student HelpDesk may be open - particularly in the evenings and on weekends during the term (subject to the availability of Student Assistants). See the ITS Web site for the schedule – <http://www.aug.edu/its>

### Practice Makes Perfect

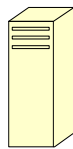
IT Services does much of its training using a mentoring approach. If you want practice using the classroom technology, ITS' Instructional Services will go into the classroom with you. Call the HelpDesk or place an on-line "Teach one-on-one" request at <http://www.aug.edu/its> . Media Services has similar programs.

## Upon Entering the Classroom

**Before** you begin answering student comments or questions . . .



1. **Start the monitor.**
  - a. If the monitor power button is not lit, press the power button to turn on the monitor.
  - b. If the monitor power button is yellow, press the spacebar key or move the mouse around.
  - c. If the monitor is green or is displaying properly, no action is needed.



2. **Start the system unit.** (Note: If the monitor is showing the "Press Ctrl-Alt-Delete" window or similar display, the system unit is already on and you can go to the next step.)

If the **system unit power button** is not lit, press and release the power button.

- a. If the system unit power button is **green** but does not appear to be responding to anything, hold in the power button until you hear the system unit stop the computer "wind down" and turn off. The

hold time is approximately 5 seconds. Once the system is shut down, press the button again to turn it back on.

- b. If the system unit power button is **amber**, press the spacebar key or **move the mouse around to “wake-up” the system.**



3. **Start the projector touch panel by touching it once and then touch an equipment button.**

- a. If the touch panel is lit, press the desktop computer button, or other button, to select the image source. *Tip: If all the lights on the projector are red, then the projector is not turned on. You should see at least one green light on the projector.*



- b. Some touch panels allow you to “blank out” the display so that students can’t see what you are doing. **Touch the button to “blank out” the display** until you are ready for students to see what you are teaching.

4. **Log onto the computer system.**

- a. If you can see the “Start” button in the bottom left corner of the screen, the system has already been logged on. In that case, go to the Start button (bottom left corner of the screen) and select “Start”, “Log Off”. The system will then log off the last person using the system and permit you to log in. *This step is important because it cancels out any programs the other person still has lingering and gives you a fresh system to work with.*

- b. Hold down the CTRL and ALT keys while you tap the Delete key (**CTRL-ALT-Delete**) to indicate that you want to log in. Read the dialog box that appears; it tells you what you will be held responsible for doing or not doing. Click the **OK** button or press the Enter key when done. Going beyond this point says you agree to the usage terms.

- c. Your computer system username, called the **JagNET ID**, is **three initials to represent your department followed by three letters to represent you.** These three letters are normally the first letter of your first, middle, and last name. *If you have no middle name, substitute the letter “x”.*

- d. Your initial **password** was provided to you when you received your JagNET ID. The first time you log into the system, it requires you to change the password. If you have difficulty remembering your JagNET ID and/or password, contact the HelpDesk.

- e. Once the system starts, it will begin to process its start-up tasks which includes checking for updates and problems. During this time, the system may run slowly but you should be able to continue with whatever you need to do.

5. **Now answer your students’ questions and do your normal “teacher stuff”.** *Tip: Activate the computer even if you aren’t sure if you will use it in class because if you decide you want to use it to demonstrate a point, you won’t want the start up taking time away from the class.*

6. When you are ready to project something, **touch the button to “unblank” the projector.**

## Keep in Mind

Sometimes security updates will require the system to be rebooted. Although IT Services tries to have those types of updates done and the system rebooted during the early morning hours, it is not always possible to do. Thus, updates may occur after you log in. Starting the computer when you first arrive will allow them to begin processing during your “start up” time.

1. If, for some unforeseen reason, the updates cause the system to “hang” (become unresponsive), it may be necessary for you to force a restart of the system. To do this, hold the system unit’s power button in until the system powers itself down. This normally means you would have to **hold in the power button as long as a slow count to 5**.
2. Every effort is made to keep system updates and maintenance from impacting your classes. If you encounter a problem, please contact the HelpDesk so that we can evaluate what happened.
3. If IT Services knows ahead of time that an update or maintenance will impact your ability to use the computer, you will be contacted via e-mail. Thus, it is a good practice to skim through the

subject lines of your e-mail prior to going to class whenever practical. Our subject lines will clearly indicate when you might encounter a problem.

## Leaving the Classroom

When you are ready to leave the classroom:

1. **Log off ( NOT “Shut Down” )** the computer system by clicking the Start button and choosing “Log off”. By logging off instead of shutting down you make it faster for the next instructor to get started and assist with allowing the night updates to occur.
2. **Projector?**
  - a. Shut down the projector by pressing the “Shut Down” button. An “Are you sure?” prompt will typically appear. Press the **YES** button to complete your procedures. The projector will go into a cool down cycle and will shut itself off at the end of the cycle.
  - b. **SPECIAL NOTE:** Once the projector goes into a “cool down” sequence, it cannot be restarted until the cooling has been completed and the projector turns itself off. This is a safety measure designed to protect the light bulbs in the projector. Once the projector has completed the shut down steps, then it will permit you to turn it back on again.

## Classroom Equipment:

### Touch panel

The touch pad tells the projector what to display and controls the volume of the sound coming from the projector's speakers. The DVD/VCR options allow you to start, stop, and pause videos.

### Computer with network connections

This can be used in a wide variety of ways, so it is discussed in more depth in another handout.

### Document Camera/Visual Presenter

The camera can display any two or three dimensional object; it can display your handwriting, books, journals, transparencies, objects, et cetera.

### DVD/VCR players

DVD and/or VCR players are available in most rooms and will be projected through the overhead projector. Alternatively, Media Service can "deliver" some types of video to the classroom with you controlling the starting and stopping of the video. Consult with them if this option interests you.

### Satellite or Cable Feeds

Some classrooms may be able to pull satellite or cable feeds into the classroom. Consult with Media Services for advice on the best way to take advantage of this option.

### Other options

Consult with Media Services or IT Services if you wish to use something that is not listed above. That equipment may be available for checkout.

## Classroom Software Choices:

Classroom "instructor station" computers are equipped with a wide variety of software. **You should always check the software to make sure it performs as you are expecting.** If not, contact the HelpDesk. If you have need of a software that is not listed under "Start, All Programs" contact the HelpDesk to check for availability.

While you are not blocked from installing software or plug-ins inside your classroom, please keep in mind that IT Services will uninstall any software that blocks or impairs the ability of another instructor to use the computer. You are expected to conform to any licensing terms for software you install.

If you use special software inside your classroom, it would be helpful for IT Services to know about it. Students will often come to the HelpDesk looking for software used in class. If we know what you are using, we can answer the student appropriately.

Consult with IT Services if you would like software made available in the computer labs for your students to use. Since we must balance the needs of the campus and good testing takes time, it is requested that you notify us by mid-term of the term prior to use of the software. We will install the software on a test computer and notify you if your students will encounter difficulties using that program in the computer lab.

Remember that program, or plug-in, installation on a lab computer is not something students are permitted to do. So, please don't try to "just wing it". If you encounter a need for lab computers to be able to use a plug-in or other programs, let IT Services assist you.

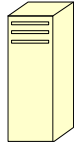
# Classroom Checklist

## Upon Entering the Classroom:

✓ **Monitor** on ?



✓ **System** unit on ?



✓ **Projector** on ?



✓ Projector **blanked** ?



✓ **Log in** ?

**JagNET ID** = dptfml  
(not e-mail)

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## Upon Leaving the Classroom:

✓ **Log Off** ?

✓ **Projector** ?

- Turned off to conserve the bulb.

✓ **Other equipment** powered off?

## Connecting a Laptop Computer:

✓ **Network cable** needed?

- **If working wirelessly**, you will need to start a browser program, like Internet Explorer, to reach **WAASU** and log in using your **JagNET ID**.

✓ **Video cable** connected?

✓ **Speaker cable** connected? (optional)

✓ Projector **touch panel** set for laptop computer?

✓ **Laptop display** set for display through a projector?

- **“Fn” key + “monitor” key** until projector “sees” the laptop