CLASSROOM EQUIPMENT

SPECIALITY SERVICES

A guide detailing specialty services available in select Registrar-scheduled classrooms

Main & Satellite Office

Locations and Phone Numbers:

MAIN OFFICE - Silver Center
31 Washington Place, Room LL7A
Phone: (212) 998-2655
Email: campusmedia@nyu.edu
Website: www.nyu.edu/campusmedia

Rubin Hall & 60 Fifth Satellite Office
60 Fifth Avenue, Room 200
Phone: (212) 992-7300

Global Center Satellite Office
238 Thompson, Room 364
Phone: (212) 998-4400

Mercer Satellite Office
194 Mercer Street, Room 302
Phone: (212) 992-8563

Tisch Hall Satellite Office
40 West 4th Street, Room LC-30
Phone: (212) 998-7299

Bobst Library Satellite Office
70 Washington Square South, Room LL1-44A
Phone: (212) 992-7306

*DISCLAIMER: Simplified instructions are posted near the equipment in every Registrar-scheduled classroom managed by Campus Media. If missing, contact the main office, or appropriate satellite office.
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CONFIDENCE MONITOR / “PREVIEW PC”—IN SELECT CLASSROOMS

Some of the classrooms may have a confidence (preview) monitor option. This allows a user to access the in-room PC before being displayed to the projector, for privacy reasons. This feature can be used in a number of ways, such as to set up your presentation ahead of or during class, logging into secure sites, accessing various files from the cloud or a flash drive, etc.

The style of monitor installed may differ between a larger touch panel (*which would double as a monitor*), or a traditional computer monitor. In most rooms where this service is offered, dedicated computer monitors are installed. But no matter what monitor type, only the in-room PC will be displayed. It will NOT display any other sources.

Note that if the touch panel doubles as the confidence monitor, you will need to power on the system. After starting the system, look for any of the following buttons: “CONFIDENCE MONITOR”, “PREVIEW ROOM PC”, “PREVIEW WINDOW”, or “PREVIEW PC”, and firmly press the appropriate button. (Wording will vary depending on location.)

Availability of this service is limited. Please visit the Campus Media website for a listing of specific equipment available in your desired location.

SMARTBOARDS / SMART PODIUMS—IN SELECT CLASSROOMS

SMART Boards and SMART Podiums allow for users to interact with their presentation, when using the installed PC, and thru the use of specialized software and hardware. Using special pens and erasers, you can write, draw, annotate, or highlight parts of your presentation to help emphasize key points, or provide additional information for the students to identify.

A one-on-one demonstration is recommended before your first use. Contact Campus Media for more information, and/or to schedule an appointment.

This service is available in the following classrooms:

**SMART Boards:**
12 Waverly (Genomics), Rooms G-08, L-113, L-114, and L-120

**SMART Podiums:**
Bobst Library, 70 Washington Square South, Rooms LL1-41 and LL1-43
Tisch Hall, 40 West 4th Street, Room LC-19
WIRELESS PRESENTATION—IN SELECT CLASSROOMS

Wireless Presentation is included in several of our Campus Media managed classrooms. It allows a user to transmit data completely wirelessly so that it can be displayed on the screen, through the use of mobile apps (Android/iOS). In addition, users can share their screen simultaneously.

A one-on-one demonstration is recommended before your first use. Contact Campus Media for more information about locations where wireless presentation is available, and to schedule an appointment.

COURSE CAPTURE—IN SELECT CLASSROOMS

One of the newest and fastest growing services available to faculty is course capture, which allows faculty members to have a video copy of their entire lecture available online to students via NYU classes.

Each video contains scenes from the front chalk/whiteboard, the instructor, and visual aids (like PowerPoint or PDFs) from the room PC or a VGA-connected laptop. This video will also include full audio from the presenter and applicable sources during the lecture. *(NOTE: Speech audio is captured thru a wireless lav worn by the presenter).*

This service requires scheduling prior to the start of the semester or class, as well an appointment with Digital Studios in Bobst Library and Campus Media personnel. After you have been set up, the capture is scheduled to start automatically at the designated class start time, and stops at the designated class end time, and will be automatically uploaded onto NYU Classes.

**Listed below are the rooms that currently offer course capture services:**

60 Fifth Avenue: Rooms C-3, C-4, C-10, C-12, C-14, 110, 125, 150, 161, 165, 202, 250, 261 and 265

Bobst Library: Rooms LL1-38 and LL1-50

Genomics (12 Waverly): Room L-120

GCASL (238 Thompson): Room C-95

Meyer Building: Rooms 121 and 122

Silver Building: Rooms 206, 207, 208, 405, and 520

To sign up, contact Digital Studios for more information.
VIDEO CONFERENCING—IN SELECT CLASSROOMS

One of the key benefits to utilizing video conferencing is the ability to facilitate global learning. VC spaces allows students in other parts of the world to be active participants in the same course, utilizing the same material, and live teaching by the same instructor(s) in real time.

VC rooms have very similar setups to other classrooms, except for the additional ability to make and receive video and/or audio phone calls through the installed equipment. Also, microphones are installed throughout the room, so that the entire class can be part of the experience.

The touch panel will have similar features and layouts as addressed in the Instructional guide. However, upon starting the system, and before selecting a source, you must indicate the type of class that will take place: “CLASS PRESENTATION”, “GLOBAL CLASSROOM”, or “UNSCHEDULED GLOBAL CLASS”.

With the selection of “CLASS PRESENTATION”, the equipment to enable video conferencing remains off (such as cameras and ceiling microphones). All visual presentations and discussions are kept within the confines of the classroom. In this instance, the room operates no differently than any other Campus Media managed classroom.

With the selection of “GLOBAL CLASSROOM”, the equipment to enable video conferencing is powered on. Cameras will automatically move to their preset fixtures. Microphones become live, and different touch panel options become available, such as the Directory to make calls. All visual presentations and discussions are available to be shared at your discretion. In most cases, meetings of this type are PRESCHEDULED and to some extent, automated.

With the selection of “UNSCHEDULED GLOBAL CLASS”, options are very similar to “GLOBAL CLASSROOM”, but with no automation. It is designed for a video conference needing to happen at a moment’s notice.

With the PHONE and DIRECTORY options, you can make calls, or use the Directory provided to contact the other NYU VC locations—both locally and internationally. You should have the number of the other VC site(s) in order to establish communication.

If you are hosting a Video Conference session, it is HIGHLY RECOMMENDED that an appointment be made with Campus Media to schedule a one-on-one demonstration of the equipment. Contact the Video Conferencing team at avc.ops@nyu.edu to sign up for the service.

Video Conferencing is currently available in the following registrar-scheduled classrooms:
60 Fifth Avenue, Rooms 110 and 150
Bobst Library, 70 Washington Square South, Rooms LL1.41 and LL1.43
Silver Center, 31 Washington Place, Room 520
Academic Resource Center, 18 Washington Place, Room LL-04
BASIC TROUBLESHOOTING GUIDE FOR COMMON PROBLEMS

PROBLEM: When I push “Room PC”, nothing displays.
POSSIBLE SOLUTION: The PC may be turned off. Always make sure that the PC is powered on by confirming the power button is lit in either BLUE or WHITE light. If you do not see a light, push the power button (typically found in the upper right corner) for 1 second to turn it on. If you see an AMBER light, or the machine does not power on, contact Campus Media main office.

PROBLEM: There are multiple amber/orange/red lights on the front of the projector.
POSSIBLE SOLUTION: Contact Campus Media’s main or appropriate satellite office.

PROBLEM: The keyboard provided is not working.
POSSIBLE SOLUTION: Ensure the toggle switch is set to ON, with a green shade shown.

PROBLEM: My laptop/tablet/personal device is connected, but the screens don’t match.
POSSIBLE SOLUTION: Make sure that mirroring is enabled. Next, make sure that you have selected the right source on the touch panel, depending on the cable used.

PROBLEM: The projector is on, and the source is selected, but all I get is a solid blue/black screen or a message saying “No Input Detected”.
POSSIBLE SOLUTION: Ensure the cables and/or adapters are seated securely. Second, ensure that the “DISPLAY MUTE” button (if available) is de-selected. Next, make sure that you have selected the right source, depending on the cable used (if any). Then, make sure that the source desired is powered on. If the issue persists, exit the system completely, wait 2 minutes, then use normally.

PROBLEM: When I play a video, I don’t hear any sound, or the sound is very low.
POSSIBLE SOLUTION: Ensure the volume has been increased to an appropriate level on the touch panel. The volume may be lower than the level being displayed on the touch panel. Next, make sure that the audio is not muted on the touch panel by tapping the “Audio Mute” icon. Also, make sure the program playing the media on your PC/personal device is not muted, or the volume is increased to an appropriate level.

PROBLEM: The sound is very distorted.
POSSIBLE SOLUTION: The volume may be too high. Consider lowering the volume.

PROBLEM: The projected image is too faint.
POSSIBLE SOLUTION: Try making the room as dark as possible, either by turning off the lights, or bringing down the shades (if possible). If the image remains faint, contact Campus Media’s main or appropriate satellite office to replace the bulb.

If you experience a problem that is not on this list, or was not resolved by the solution provided, please contact the main office, or the appropriate satellite office as soon as possible. Please be sure to provide as much information as you can, so that we can further troubleshoot (try to recreate) the issue.