This document was developed to address the need for quick, effective Technology Enhanced Classroom training. We hope you enjoy it. Within it you will learn:

- How to use this training
- Who we are and what we do
- Related Services
- Reserving Delivery Equipment
- Equipment installed in this classroom
- Technology Enhanced Classroom Operation and Features
- How to use the SmartGuide for self-help and problem reporting
- Who to call for help

**How to use this training**

This document will provide you with the information you need to operate this Technology Enhanced Classroom.

**Who we are and what we do**

The department of Audiovisual Services is part of CIS Academic Technology. Audiovisual Services offers a wide variety of services to the UNH community. These include:

- Equipment deliveries for class presentations
- Maintenance of classroom AV equipment including projectors, computers, laptop connections, video playback equipment and sound reinforcement
- Special Event production
- Audiovisual system design and consultation
- Hands On and Distance Learning computer classrooms

In MOST classrooms, Audiovisual Services does not have the ability to replace, fix or troubleshoot network jacks/issues, lighting controls, ceiling tiles, windows shades and other parts of the facility. We will happily direct your call or give you the appropriate contact information to address these issues.
Reserving Delivery Equipment

One of the main services provided by Audiovisual Services is the delivery of Audiovisual Equipment to classrooms all over the UNH Durham campus. We have laptops (Dell and Macintosh), Video/Data projectors, transparency and slide projectors, televisions with built in VCR/DVD players, DVD/VHS players, as well as digital video cameras, small speakers for reinforced audio playback, and 16 mm film projectors.

To make a reservation please use the online web form.

- Online: Our Web Form asks for the specific information we need to process your request as quickly as possible. You can find the Web Form at http://it.unh.edu/avrequest.
- If you have any problems or questions about the web form please call: 862-2467.

Some things to note about our reservations process.

- All reservations are handled on a first come, first serve basis.

- Please allow 2 business days for the processing of your request. An email confirmation will be sent to you as soon as your request has been processed. If we do not have an email address, a phone confirmation will be provided.

- Until an email/phone confirmation has been made, the equipment reservation is not confirmed. A request submitted without an email address or phone number cannot be processed. Please give your preference of contact information (email or phone). Any addition to an existing request will be considered a new request. The same procedures will apply.
Hamilton Smith 19 Training

Installed Audiovisual Equipment

Hamilton Smith 19 is equipped with:

- Video/Data Projector (for computer and video)
- Laptop Connector
- Auxilliary Audio/Video Inpus
- VCR
- DVD
- Transparency Projector
- Sound System
- A Crestron Control System with Touchpanel
- A network connection with cable (WiFi access may also be available)
- SmartGuide – (HELP button) Interactive self-help and problem reporting system

QUICK START – Auto Projecting a Laptop

This classroom is equipped with a Quick Start feature. Connect the 15 pin VGA Cable to your laptop (be sure it is connected to the Input Panel on the other end). As soon as your laptop sends a signal, the projector will automatically turn on and select Laptop as the source to project. If the projector does not turn on (remember it takes about 60 seconds to warm up and project) check that the VGA cable is connected to the computer and the Input Panel.

If you are using a Mac, you will need to bring your display adapter.

If projector does not turn on, toggle your display settings by:

For PC: Depress the “Fn” key along with either the “CRT/LCD” key or the key

For Mac: Open system preferences and click “displays”. Then click “detect displays” and make sure both resolutions are set to 1024x768

Automatic Shutdown: When you unplug your computer from the cable, the projector will automatically turn off after 7 minutes. A countdown timer will appear.

To cancel auto-shut down, just press NO.

To shutdown, just wait or press YES.
Turn the system ON

1. Locate the touchpanel in the classroom. It will be located inside or next to the equipment rack on the wall.
2. Press the TOUCHPANEL screen to turn on the system. You may need to press the panel twice if the panel is in sleep mode (looks black/off in ‘sleep mode’)
3. Select the Audio ONLY (For playing audio without turning on projector) or Video Projector and Audio to use both audio and video/data projector.
   Important note: The Video/Data projector will not turn on until a source is selected AND a signal is detected from that source.
4. Insert VHS tape or DVD into the corresponding player, -OR- Hook up laptop if using laptop.

Controlling the Volume

Volume Control for all sources is located on the right side of the Touchpanel.

Volume UP (louder)
Volume DOWN (softer)
Volume MUTE (off)

The Volume Indicator is located at the bottom of the Touchpanel.

When VOL MUTE button is pressed, a message will appear in place of the Volume Indicator and audio will be muted for all inputs.
Using a laptop:

1. Turn on the system as detailed above, and Select **Video Projector and Audio**.

2. With your laptop OFF, hook up laptop to the laptop connector in the room using the 15 pin VGA cable provided. The connector is located inside the rack. See diagram above in “QuickStart”.

3. Turn on your laptop.

4. When the options become available on touchpanel, select **LAPTOP**.

5. If you require audio, please connect the long end of the audio cable to the HEADPHONE jack of your laptop when connecting the 15 pin cable. The volume control is located on the touchpanel.

   **AV TECH TIP:** If your laptop does not project after following these steps, you may need to toggle your display between the laptop screen, the LCD or dual display. This can be done by pressing the **Fn** key (located at the bottom of the keyboard) and one of the **F#** keys. You can find the appropriate F# key by looking for either the letters **CRT/LCD** on the F# key or the image shown to the left. For a list of common laptop brands and their video toggle keys, please [click here](#).

   **AV TECH TIP:** Movie files may not play on both displays. If you need to project a movie file, please toggle the laptop to display on the Video/Data Projector only.

Using the VCR/VHS player:

1. Turn on as described on the "How to turn the system on" page.

2. Select **VCR**. VCR controls appear on the Touchpanel.

3. Insert your tape in the VCR. The VCR is found in the Equipment Rack.

4. Control the volume of the VCR using the hardbuttons on the right side of the Touchpanel.
Using the DVD player:

1. Turn on as described on the "How to turn the system on" page.
2. Select DVD. DVD controls appear of the Touchpanel (shown below).
3. Insert your disc into the DVD Player. The DVD Player is found in the Equipment Rack.
4. Control the volume of the VCR using the hardbuttons on the right side of the Touchpanel.

**AV TECH TIP:** The DVD players in the classrooms will also play audio CDs (may or may not play your CD-Rs or CD-RWs) See the Using the system in AUDIO ONLY mode for instructions.
Using Auxiliary Video Inputs:

This classroom is equipped with Auxiliary Video/Audio to connect your own electronic devices.

**Auxiliary S-video**

1. Connect your S-video capable device to the interface and turn your device on.
2. Start system and press Video Projector and Audio button, and then press AUX INPUT button.
3. Select S-video input cluster.
4. Use controls on your device.

**Auxiliary RCA composite video**

1. Connect your RCA composite capable device to the interface and turn your device on.
2. Start system and press Video Projector and Audio button.
3. Press AUX INPUT button.
4. Select RCA composite input cluster.
5. Use controls on your device.

**AV TECH TIP:** Use the Display Mute hard-button on the right side of the Touchpanel when you want to project a blank/black screen. Press the Display Mute button again display again. The display mute function will only mute the display for 10 minutes. After that 10 minute period, you will not be able to use the mute function for 5 minutes. If you need to mute the display for more than 10 minutes, please power down the system (see Shutting down the System).
Using the system in AUDIO ONLY mode

Press Audio ONLY button

Playing an audio CD from the DVD player

1. Make sure DVD player is on, then insert audio CD into DVD Player.

2. Press CD button.

3. Use controls on the Touchpanel to control playback.

Auxiliary Audio

1. Connect your audio device with your appropriate cables and turn device on.

2. Press the button on the touch panel corresponding to the connection you made with your device.

3. Use controls on your device to control playback.
Using the SmartGuide (HELP button)

This room is equipped with the SmartGuide interactive self-help and problem reporting system. By pressing the HELP hardbutton on the left side of the Touchpanel, you can troubleshoot your display and audio problems, as well as report a problem with the audiovisual system.

To initiate a self-help or problem reporting session, press the HELP button.

You can also step back in the menus at any time by pressing the GO BACK button.

Follow the prompts on the screen, and touch the button on the screen with your response. For example, let’s pretend you have a problem projecting your PC laptop and you have pressed the HELP button. You will see this screen appear:

Next you would press the appropriate button, so in this case, you would press the LAPTOP TO PROJECT button.

Next you will press the type of laptop you are trying to project. In this case, you will press the PC button.
Next the SmartGuide will prompt you to make sure you have connected the VGA cable properly. After you check to make sure you have done so, press the **NEXT** button.

FYI: You can exit the SmartGuide at any time by pressing the **EXIT** button.

After pressing the **NEXT** button on the previous screen, the final self-help page will appear. Be sure to try all options listed to fix your display problem.

If at any time your display problem is resolved, the Touchpanel will automatically switch to the appropriate input screen, and display your laptop on the video/data projector.

If you go through the SmartGuide and your problem is still not fixed, you should:

Call the AV Services Hotline at 862-2467 or press the **REPORT PROBLEM** button.

If you choose to press the **REPORT PROBLEM** button, you will see the problem reporting page appear on the Touchpanel. The problem reporting page will be specific to the problem you are trying to resolve. (PC Laptop for example)

Press one of the pre-written problem buttons to submit a problem to AV Services Customer Service Desk.
Once your problem is reported to the AV Services Customer Service Desk, the following screen will appear on the Touchpanel.

Problem being reported.

You can continue using the AV System without canceling the problem report by pressing the CONTINUE USING AV SYSTEM WHILE I WAIT button.

You can cancel this problem report by pressing the OOPS...PLEASE CANCEL button.

If you problem is reported during our normal business operating hours, the AV Customer Service Desk will send you a message and let you know when we have dispatched a technician to assist you in the classroom.

You can respond to this message by pressing a button and sending back a pre-written response
Shutting down System

1. Remove all media from VHS or DVD players.

2. Press the **SHUTDOWN** hardbutton on the left side of the Touchpanel.

3. Press **YES** to shutdown the AV system.

4. If you do not want to shutdown, press **NO**.

5. Disconnect laptop, if one was used.

The AV system will automatically shut down after 4 hours of inactivity. A 7 minute timer and audible beeping will warn you when automatic shutdown has been initiated.

You can cancel the shutdown by pressing the **NO** button, or shutdown immediately by pressing the **YES** button.

Who to call for help

If you are in class and need immediate assistance call:

**AV Services Hotline: 862-2467.**

This line is staffed from 8:00 am to 9:30 pm Monday through Thursday and from 8:00 am to 5:00 pm on Friday. Please feel free to call if you have questions, concerns or equipment issues.

If you would like to arrange a one-on-one training session please contact Chris Way, Audiovisual Training Specialist, by emailing chris.way@unh.edu or calling 862-0572.

For more information, please go to the Audiovisual Services website at http://it.unh.edu/audiovisual.

For more information on technology or training in other Technology Enhanced Classrooms please go to: http://it.unh.edu/classroomtechnology