

**Turning ON the projector**

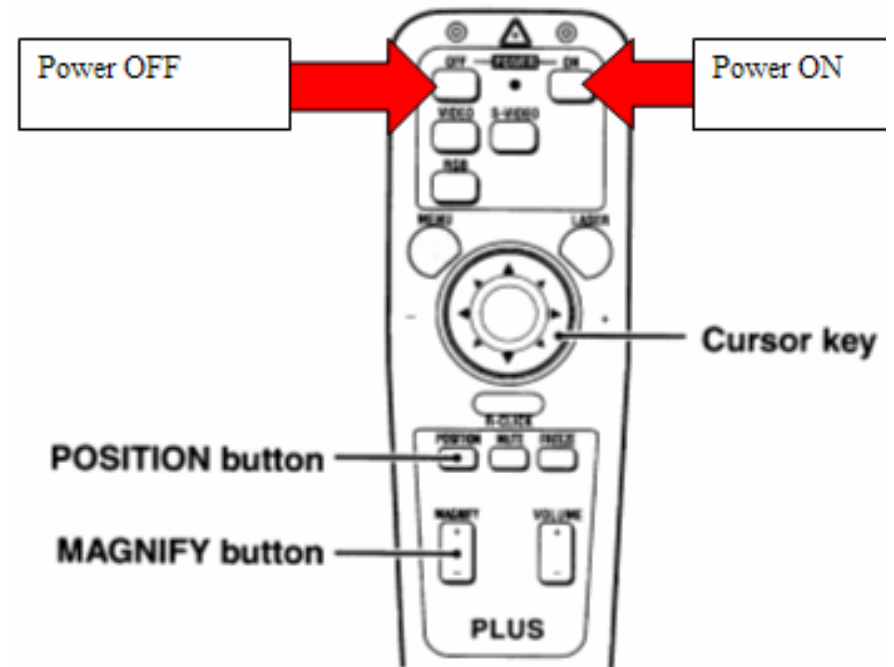
- Turn on the computer equipment connected to the projector  
**NOTE:** Make sure the Audio Amp, VCR and Elmo are ON. Check to make sure that the Teacher's station/Laptop switch box setting is set to the desired source (Teacher's Station or Laptop). *The VCR should be set to channel L1.*
- Turn the projector on by pressing the **Standby/On (green)** button on the remote control.
- Select the desired external input source (Computer or VCR).  
To display the **COMPUTER** press the **RGB** button  
To display the **VCR/ELMO** press the **VIDEO** button

**Turning OFF the projector**

- Turn the projector off by pressing the **Standby/On (green)** button on the remote control. The message **POWER OFF** appears on the screen.
- Press the **Standby/On (green)** button a second time to turn off the projection unit.

**Shutting Down the Computer and Locking the Nova Desk**

- Log off/ shut down the computer. Place all remotes inside of the teacher's station and lock both doors.



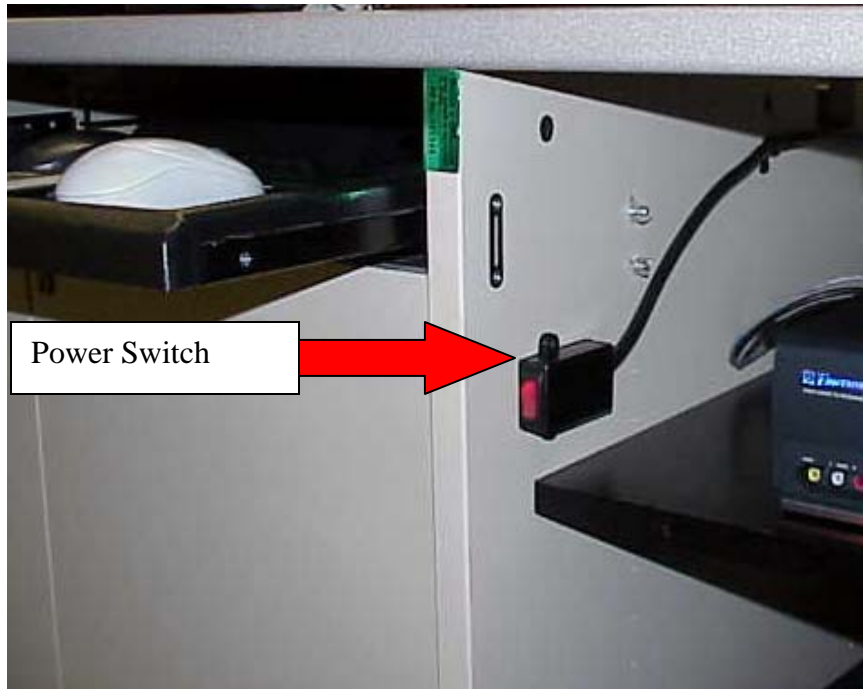
IF YOU ARE EXPERIENCING PROBLEMS IN THIS SMART CLASSROOM PLEASE CALL THE HELP DESK AT **953-3375**

**If....**

- *The Computer will not turn on*

**Then try the following steps...**

- 1) CHECK the POWER SWITCH located INSIDE THE RIGHT CABINET OF THE NOVA STATION. It should light up **RED** to indicate that the computer is receiving power
- 2) If the Nova station has power, reset the computer by pressing the reset button on the front of the computer.



- 3) CHECK THE WALL OUTLET to make sure that the power is plugged in from the Nova Desk.
- 4) Check to make sure that the power connection in the back of the computer is firmly seated.
- 5) If you are unable to resolve the problem, **CALL THE HELPDESK AT 953-3375**. Please use guidelines provided at the end of this Operations Guide to assist you when placing a Help Desk call.

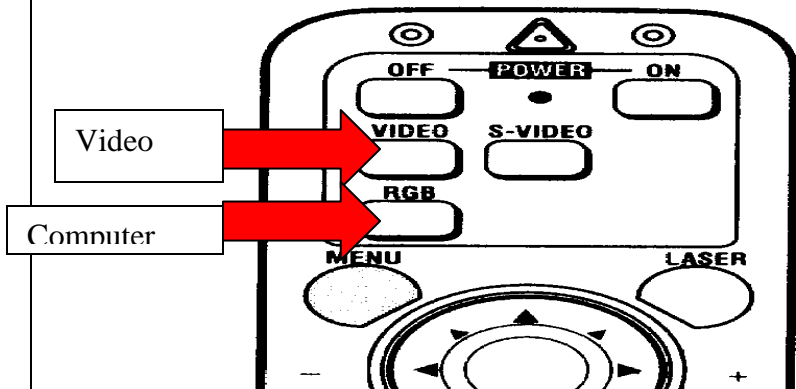
**If....**

- *The computer is on but the image is NOT projecting on the screen*
- *The VCR is not projecting on the Screen*
- *The Projector Remote Control Unit does not work*
- *The Projection Unit will not turn on*

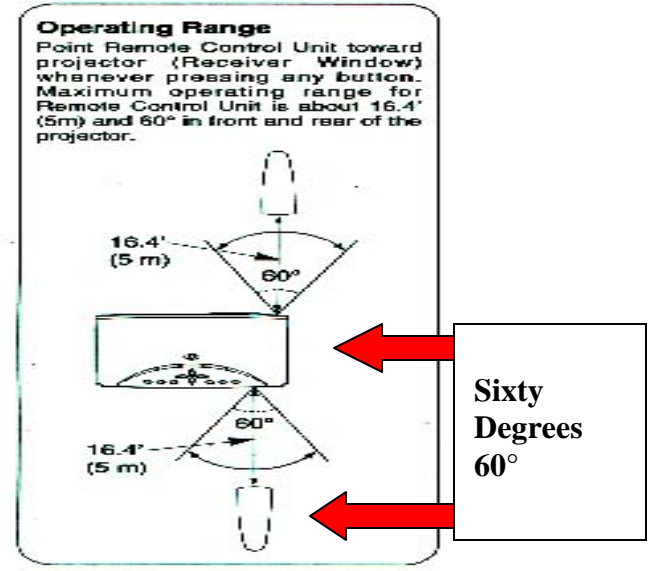
**Then try the following steps...**

- 1) Turn the projector bulb on by pressing the **Standby/On (green)** button on the remote control.
- 2) When turning on the projector, it takes about **30 SECONDS TO DISPLAY AN IMAGE**. If the **IMAGE DOES NOT APPEAR** after 30 Seconds:
- 3) Turn off the fluorescent lights in the room (they can cause interference with the remote) and begin at step 1.

- 4) Check that the desired external input source (Computer or VCR) is selected.
- To display the computer press the **RGB** button
  - To display the VCR/Video Flex Camera press the **VIDEO** button
  - Make sure the VCR channel is set to L1



- 5) Make sure that the **REMOTE IS WITHIN THE OPERATING RANGE** of the projection unit (walk directly in front of the projector and begin at step 1).



- 6) **REPLACE** the Remote Control **BATTERIES** (if the remote control has a laser pointer press to see if the batteries are fully charged/pointer works).

**Remote Control Batteries Installation**

- 1 Remove the battery compartment lid. Press the lid downward and slide it.
- 2 Slide the batteries into the compartment. Two AA size batteries. For correct polarity (+ and -), be sure the battery terminals are in contact with the pins in the compartment.
- 3 Replace the compartment lid.

To insure safe operation, please observe the following precautions:

- Use (2) AA, UM3 or R06 type alkaline batteries.
- Replace two batteries at the same time.
- Do not use a new battery with an used battery.
- Avoid contact with water or liquid.
- Do not expose Remote Control Unit to moisture, or heat.
- Do not drop Remote Control Unit.
- If a battery has leaked on Remote Control Unit, carefully wipe the case clean and load new batteries.

**If....**

- *You are unable to connect to the Internet/campus network*

**Then ...**

Try shutting the computer down and restarting it. If this does not resolve the problem, **CALL THE HELPDESK AT 953-3375**. Use the section at the end of this Operations Guide to assist you when placing a Help Desk call.

**Question:**

- *How do I get the keypad combination for the Smart Classroom ?*

**Answer:**

Every faculty member has access to the keypad combinations by logging into the faculty section of Cougar Trail (<https://cougartrail.cofc.edu/>). If you are using this room for a conference or seminar or you are a College of Charleston staff member, please contact the Registrar's Office for assistance. The Office of the Registrar can be reached by phone at 843-953-5668 or 843-953-4831 or by E-mail at [registrar@cofc.edu](mailto:registrar@cofc.edu).

**Please Note: Keypad Codes are confidential and will be changed by the Registrar's office if given to students.**

**Question:**

- *How do I get a key to the Nova Desk?*

**Answer:**

Each Academic Department has been given their own set of keys to the Nova Desks. Please contact your department chair to request a key. If you are using this room for a conference or seminar or you are a College of Charleston staff member, please contact the Registrar's Office for assistance. The Office of the Registrar can be reached by phone at 843-953-5668 or 843-953-4831 or by E-mail at [registrar@cofc.edu](mailto:registrar@cofc.edu).

**Question:**

- *Is there a "standard smart classroom configuration?"*

**Answer:**

The Department of Academic Computing maintains a current listing of classroom locations, equipment and contact information at: <http://www.cofc.edu/computingroomlookup>. Most Smart Classrooms on campus are equipped with a: 1) Teacher's station computer (Mac or PC), 2) laptop hookup, 3) VCR, 4) DVD Player, 5) projection/audio system and 6) ELMO.

All Smart Classrooms have the following software: 1) Microsoft Office Suite (Word, Excel, and PowerPoint), 2) Internet Explorer/Netscape with plug-ins and 3) Anti-virus software.

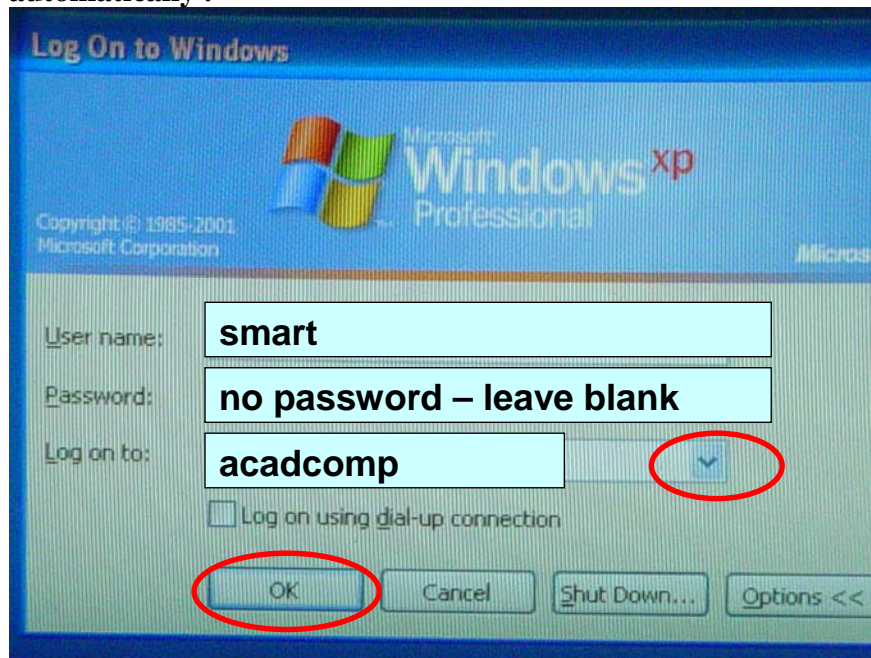
For your specific room configuration, instructions and tutorials please check the listing at <http://www.cofc.edu/computingroomlookup>.

**Question:**

- Is there a “generic?” smart classroom login

**Answer:**

Many of the Smart Classrooms on campus automatically login to the College network. You also have the ability to login to the computer with your Cougars user name and password or the generic smart classroom login. **Note: Mac classrooms login automatically .**



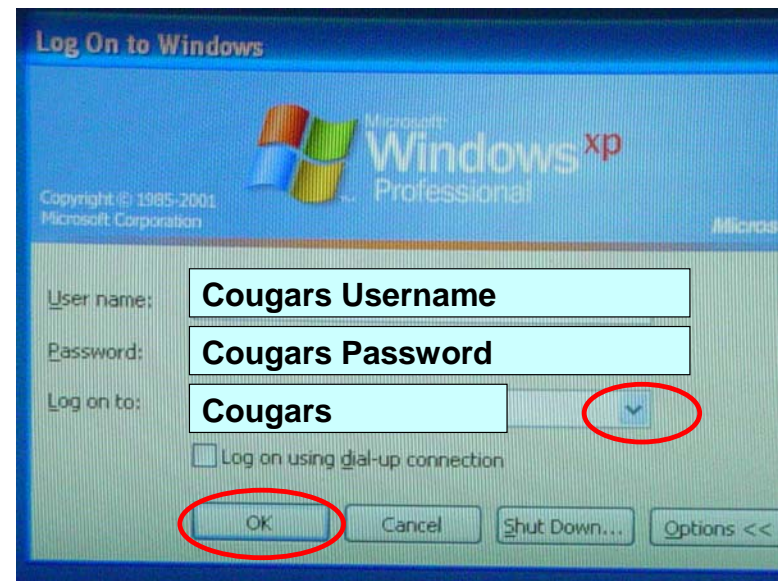
For your specific room configuration, instructions and tutorials please check the listing at <http://www.cofc.edu/computingroomlookup>.

**Question:**

- Is it possible to use my Cougars username and password in the Smart Classroom?

**Answer:**

All users with an active College of Charleston Cougars account can log into a Smart Classroom computer with their Cougars username and password. Doing so allows you to access your network user folder in the classroom. Only the user and domain administrators have access to this user folder. Please contact your School Liaison if you require assistance. **Note: Mac classrooms can also access network user folders in the classroom. For specific instructions please see the tutorials section at <http://www.cofc.edu/computingroomlookup>.**

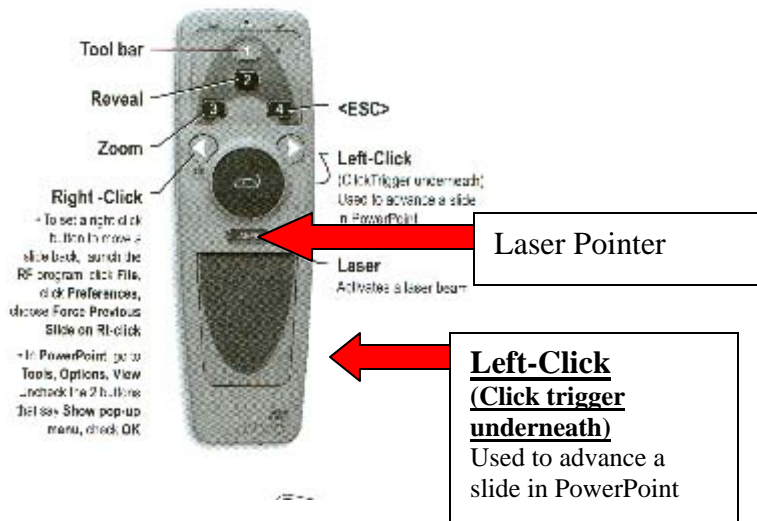


**Question:**

- *Is there a laser pointer available in the smart classroom?*
- *Can I advance my PowerPoint slides away from the computer system?*

**Answer:**

If your room is equipped with an Interactive RF Remote Control for Presentations you can use this remote to advance your slides. There is also a laser pointer on the device. **Please note, if you are using a Smart Classroom with a Macintosh Station, Buttons 1, 2, 3, 4, and the right click option is NOT available for use with the Mac Platform.**



**Question:**

- *Where do I find instructions for using my laptop in a Smart Classroom?*

**Answer:**

For instructions and tutorials please look for your room at <http://www.cofc.edu/computingroomlookup> or contact your School Liaison for additional assistance (<http://www.cofc.edu/~liaisons/>).

**Question:**

*Who do I contact if I have questions, would like to schedule additional orientation sessions or need to add software to my Smart Classroom?*

**Answer:**

Contact your School Liaison for additional assistance with your Smart Classroom requests. Contact information for each liaison is available at: <http://www.cofc.edu/~liaisons/>.

**Question:**

- *What information do I need to provide the Helpdesk when calling in a problem for a Smart Classroom?*

**Answer:**

If you experience a problem with a computer or peripheral device in this room, please report it to **Helpdesk** by calling **953-3375**. You can also email the problem description to [Helpdesk@cofc.edu](mailto:Helpdesk@cofc.edu). If you are at the computer when you place the call, the Helpdesk operator can help you try to resolve the problem yourself while you're on the phone or, alternatively, can generate a work order that will be forwarded to a classroom support technician.

***Be prepared to provide the operator with the following information:***

**1) The building, room number and type of classroom**

- Smart Classroom
- Laptop Ready Smart Classroom
- Computer Classroom with Multiple Computer Stations

**2) Your name****3) Your contact phone number or email address**

**4) Which machine is having the problem:** (e.g., “*student station Glebe32*” or “the teacher’s station”. Each Student Computer Station will be labeled with the Station Name on the top of the Nova Desk).

**NOTE:** If you are using your personal laptop in a Laptop Ready Smart Classroom please inform the Helpdesk technician when placing your call.

**Machine Name:** \_\_\_\_\_

**This station is a:**

- Teacher Station
- Laptop Ready Smart Classroom and I am using my personal laptop
- Student Station

**5) A detailed description of the problem:**

During the course of the call the Help Desk operator may enquire of you whether it's OK for a support person to come to the room **while your class is in session**. If you prefer that your class not be interrupted, the support person will identify a time when the room is not in use and plan to work on the problem at that time.

At the close of your call to Help Desk, the operator will inform you of the work order number that has been assigned to your call. This number will serve as a quick reference to your call for the both the Help Desk operators and the support person who responds to your call at the on-site location.

**COMMON PROBLEM DESCRIPTIONS:**

**PROJECTOR:**

The projector will not power on  
The remote for the projection unit is not responding  
The image is not projecting on the screen

**MONITOR:**

The monitor is not receiving power  
The monitor does not have an image

**MOUSE/KEYBOARD:**

The mouse/keyboard is not responding  
The mouse/keyboard is unplugged  
The Sound from the VCR is not playing

**VCR**

The VCR is not receiving power  
The VCR image is not projecting on the screen

**COMPUTER**

The computer is not receiving power/will not boot up

**REMOTES:**

Which remote is having the problem?  
VCR remote  
Projector Remote  
Remote Pointer Device