

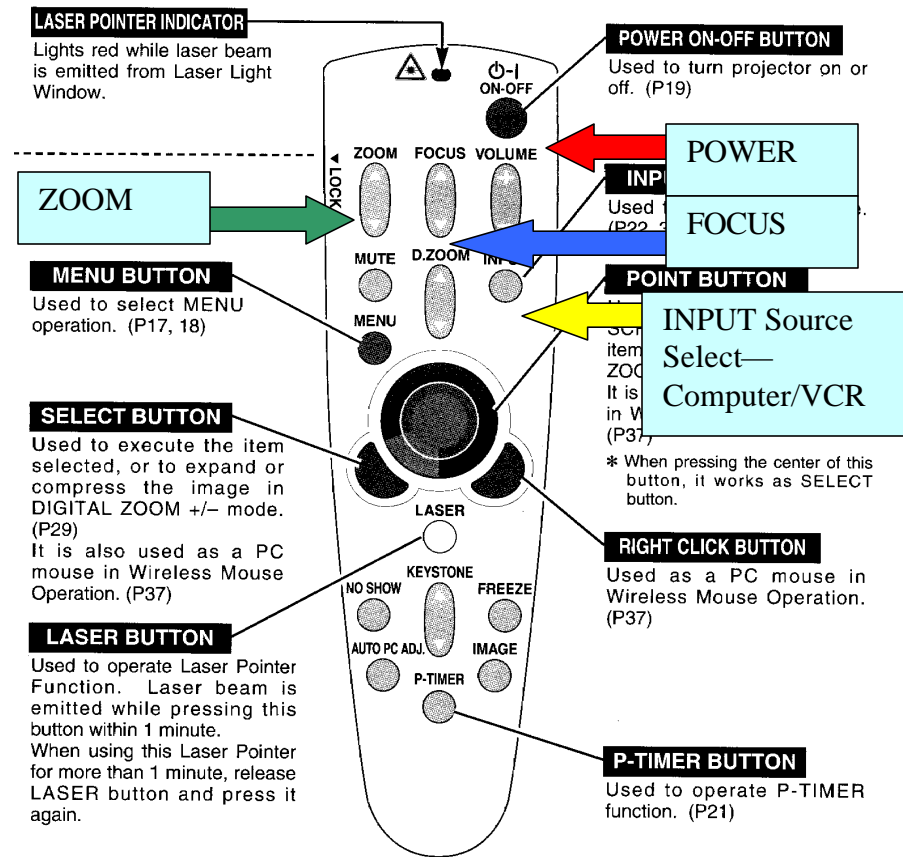
Turning ON the projector

- 1) Turn on the computer equipment connected to the projector (PC/Mac)
NOTE: CHECK the POWER SWITCH (located on the middle divider) INSIDE THE RIGHT CABINET OF THE NOVA STATION. It should be RED to indicate that the computer is receiving power
- 2) Turn the projector bulb on by pressing the **POWER** button on the remote control. The Bulb indicator light on the projector lights up **GREEN**.
- 3) Select the desired external input source (Computer or VCR) by using the **INPUT** button on the remote.
- 4) If needed, press the **FOCUS** button to Focus. "Focus" will appear on the display.
- 5) Adjust focus with the + and - buttons.
- 6) If needed, press the **ZOOM** button to Zoom. "Zoom" will appear on the display.
- 7) Adjust zoom with the + and - buttons.

Turning OFF the projector

- 1) Press the **POWER** button on the remote. The message " **POWER OFF? YES: PRESS AGAIN**" appears on the screen.
- 2) Press the **POWER** button again. The light source lamp will be turned off and a blinking **GREEN** light will appear on the projector. Turn **OFF** the equipment connected to the projector.

Done!



FOR PROBLEMS OR MALFUNCTION PLEASE CALL THE HELP DESK AT 953-3375

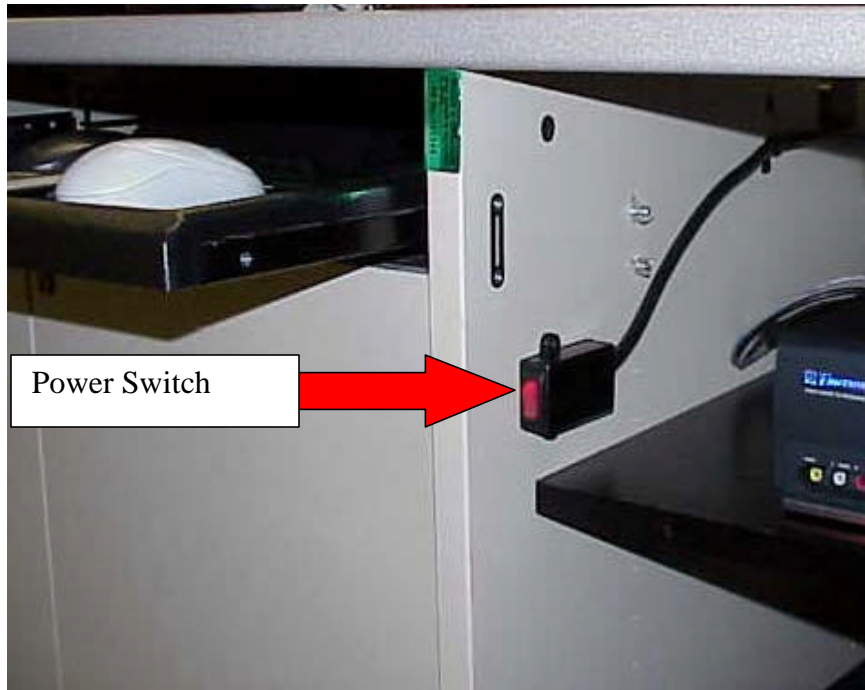
Please use the "Reporting Computing Problems in this Room" guideline sheet (located in the Teacher Station Nova Desk and at the end of this Operations Guide) to assist you when placing a HelpDesk call.

If....

- *The Computer will not turn on*

Then try the following steps...

- 1) CHECK THE WALL OUTLET to make sure that the power is plugged in from the Nova Desk.
- 2) 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



- 3) If the Nova station has power, reset the computer by pressing the reset button on the front of the computer.
- 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 HELP DESK AT 953-3375. Please use the “Reporting Computing Problems in this Room” guideline sheet** (located in the Teacher Station Nova Desk and at the end of this Operations Guide) **to assist you when placing a HelpDesk call.**

If....

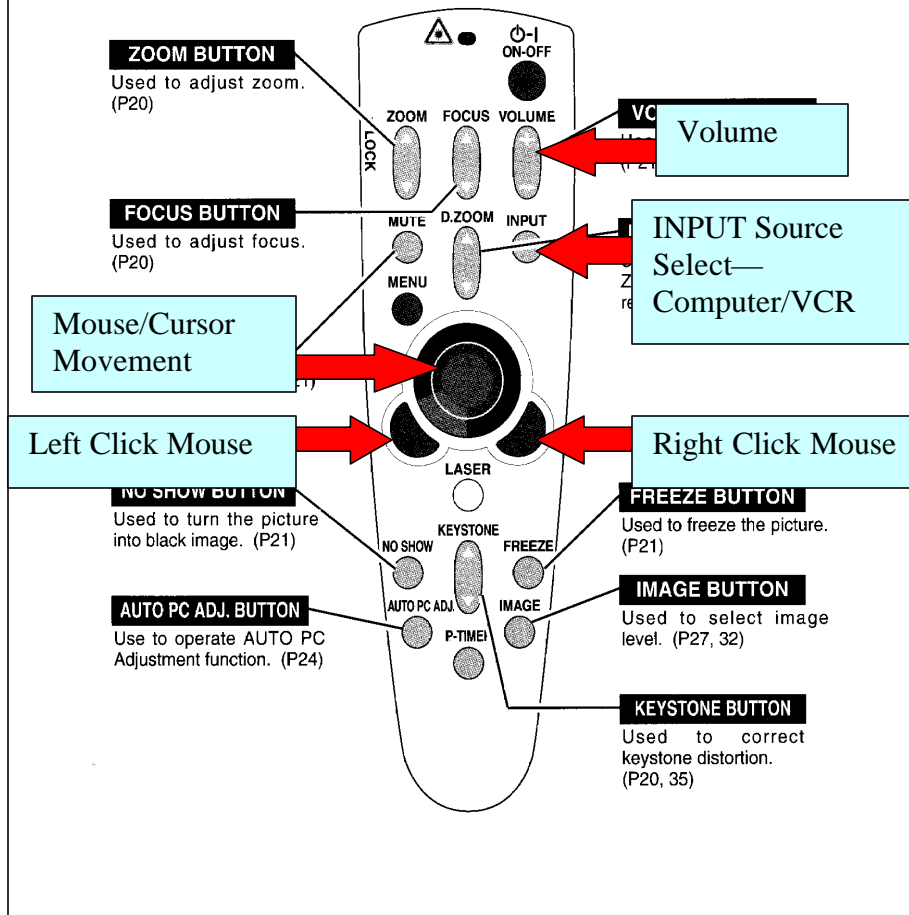
- *The computer is on but the image is NOT projecting on the screen*
- *The VCR is not projecting on the Screen*
- *The Projector Remote Control Unit does not work*
- *The Projection Unit will not turn on*

Then try the following steps...

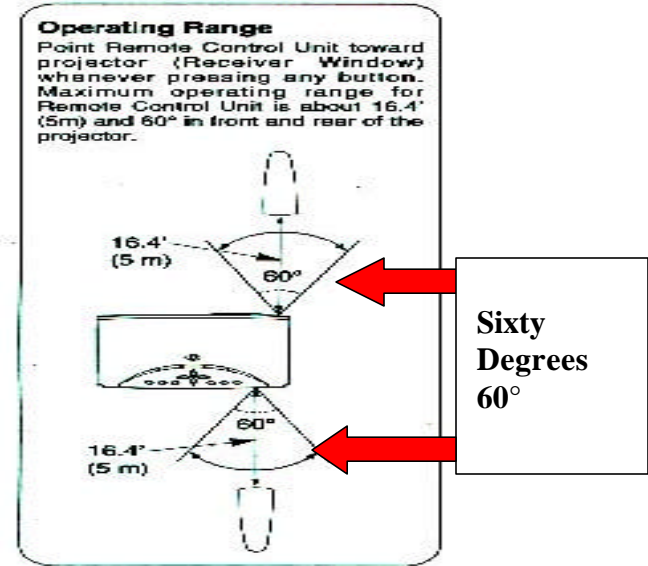
- 1) Turn the projector bulb on by pressing the **POWER** button on the remote control. The Bulb indicator light **on the projector** lights up **GREEN**
- 2) When turning on the projector, it takes about **30 SECONDS TO DISPLAY AN IMAGE**. If the **IMAGE DOES NOT APPEAR** after 30 Seconds:

Instructions for Sanyo PLC-SU30: **SCIC_133_CC, LCTR_341_CC, HONORS_200_SC, ECTR_202_SC, 114_SC, 113_SC, MYBK_103_SC, 110_SC, 219_SC, 223_SC, 317_SC, LONG_217_SC, SILCOX_117_SC, SIMONS_316_SC, 315_SC**

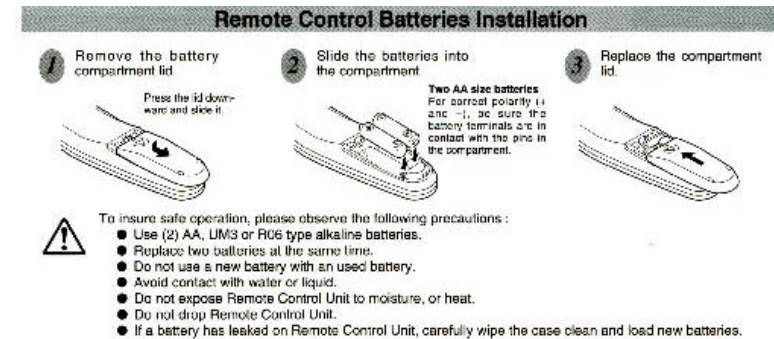
3) Check that the system you select is corresponding with your computer or video equipment. **USE THE INPUT BUTTON TO SELECT THE INPUT DEVICE (COMPUTER/VCR).**



4) Make sure that the **REMOTE IS WITHIN THE OPERATING RANGE** of the projection unit.



5) **REPLACE** the Remote Control **BATTERIES**



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If....

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

Then ...

If you are unable to resolve the problem, **CALL THE HELP DESK AT 953-3375**. Please use the **“Reporting Computing Problems in this Room” guideline sheet** (located in the Teacher Station Nova Desk and at the end of this Operations Guide) to assist you when placing a **HelpDesk call**.

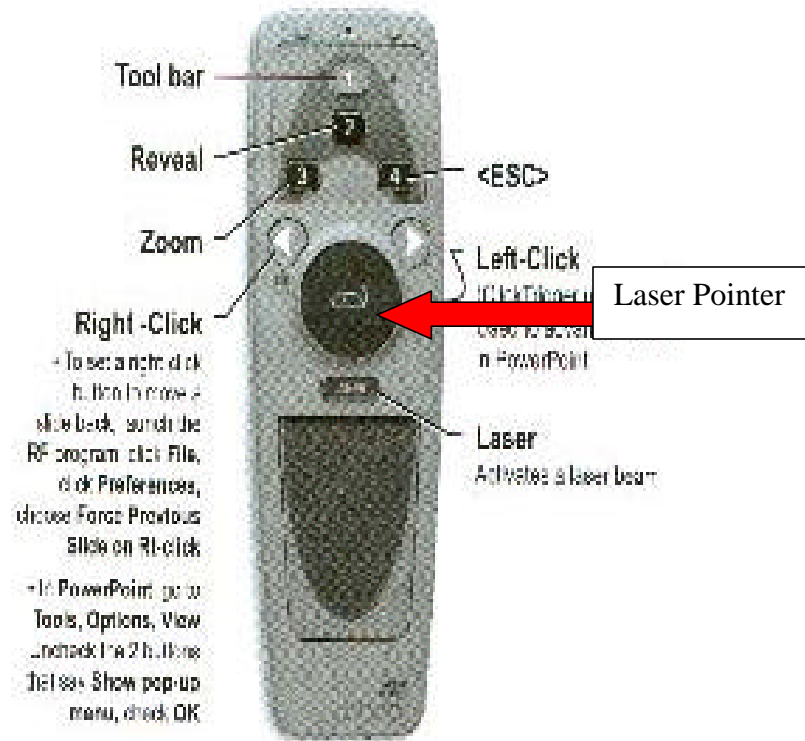
Question:

- Is there a laser pointer available in the smart classroom?

Answer:

The Sanyo PLC-SU30 Projector Remote Control unit is not equipped with a laser pointer, but **If** your room is equipped with an Interactive RF Remote Control for Presentations you can use the laser pointer option on this device.

The Laser beam is emitted while pressing the Laser button within 1 minute. When using the Laser Pointer for more than 1 minute, release Laser button and press it again



RF Remote Controller

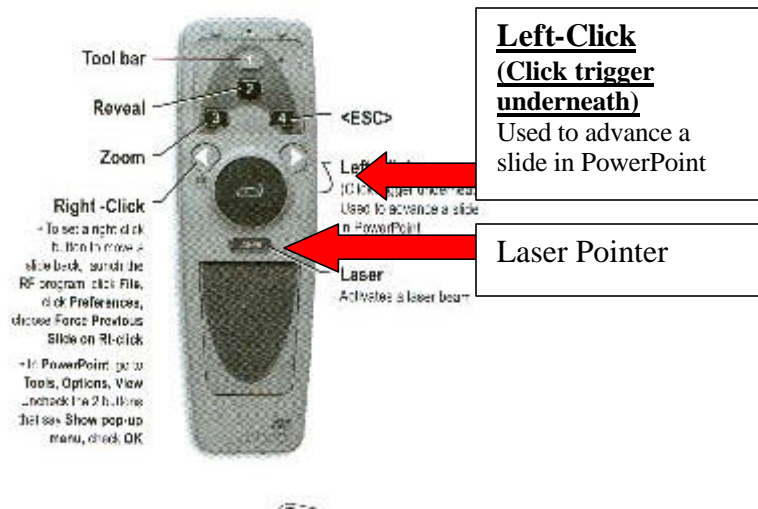
Question:

- *Can I advance my PowerPoint slides away from the computer system?*

Answer:

If your room is equipped with a remote mouse, you can advance your PowerPoint slides using this device as long as there is NO interference between you and the receiver.

If your room is equipped with an Interactive RF Remote Control for Presentations you can use this remote to advance your slides. **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:

- *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. Liaison contact information is available at: <http://www.cofc.edu/~liaisons/>.

Question:

- *Who do I contact to receive a copy of the keys for this Smart Classroom?*

Answer:

The Department of Academic Computing maintains a current listing of classroom location, equipment and contact information at: <http://www.cofc.edu/technology/facilities/classrooms.html>.

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Question:

- *Is it possible to log into my CofC Domain Account from the Smart Classroom?*

Answer:

Campus network connectivity is available in all Smart Classrooms. All users with active College of Charleston domain accounts have a user folder on either the Server Dixie or Drayton. Only the user and domain administrators have access to this user folder. By logging onto the COFC domain, you can access your files from these servers on the College of Charleston network. Please contact your School Liaison for additional assistance if you require this service.

Question:

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

Answer:

If you experience a functional problem with a computer or peripheral device in this room, please report it to **HelpDesk** by calling **3-3375**. 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 an **Academic Computing** support person.

Be prepared to provide the operator with the following information:

- 1) **The building and room number where the problem is happening:**

Building: _____

Room: _____

- **Smart Classroom**
- **Computer Classroom with Multiple Computer Stations**

- 2) **Your name :**

Work order called by:

Name: _____

Department: _____

- 3) **Your contact phone number:**

Phone Number: _____

4) Which machine is manifesting the problem: (e.g., “student station Glede32” or “the teacher’s station”). Each Student Computer Station will be labeled with the Station Name on the top of the Nova Desk).

Machine Name: _____

This station is a:

- Teacher Station
- Student Station

5) A detailed description of the problem:
 During the course of the call the HelpDesk 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 HelpDesk, the HelpDesk 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 HelpDesk 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