

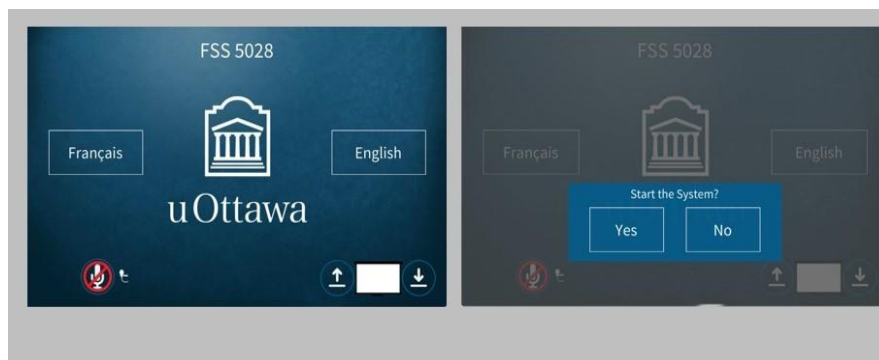
# Classroom support workflow – Classroom with single display

Providing instructors and students with a seamless and dependable classroom experience is a key priority at the University of Ottawa. Your proactive support plays a key role in maintaining high-quality teaching and learning environments. This workflow is designed for IT technicians assisting classrooms equipped with one projector or one LCD screen. It provides detailed instructions on operating the Crestron touch panel, connecting various devices, managing audio systems, troubleshooting common problems, and ensuring smooth classroom technology use.

## 1. Getting Started with the Crestron Touch Panel

To start the system and manage displays:

- a. **Wake up the system:** The touch panel may go into sleep mode after inactivity. Tap anywhere on the screen to wake it up.



- b. **Start the system:** Look for the **Power On, Start System**, or similar button on the main screen and press it to power on the projector or LCD screen and initialize the AV system.
- c. **Startup time:** It usually takes 10–30 seconds for the projector or screen to fully warm up and display the input. Be patient and avoid pressing multiple buttons during this period.
- d. **If nothing happens:** Confirm the panel itself is powered. If the panel is unresponsive, tier 2 should be contacted right away.

## 2. Choosing Your Source



From the main touch panel screen, you will see options to select the input source for the display:

Source	Description
<b>PC</b>	Built-in classroom computer
<b>HDMI and BYOD</b>	Plugged-in laptop or external device
<b>AirMedia</b>	Wireless presentation from personal device
<b>Document camera</b>	Device that displays documents or objects in real time onto the screen or projector.

## 3. Using AirMedia (Wireless Projection)

AirMedia allows instructors to **wirelessly project content** from their personal device (laptop, tablet, or phone) to the classroom screens. For Mac OS the steps are the same but with an extra step in the control panel/mirroring. Same as iOS


**i. Selecting AirMedia:** On the touch panel, tap the **AirMedia** button to enable wireless screen sharing.

**ii. Connecting your device:**

a. On your laptop, tablet, or smartphone, open a browser and type the IP address shown on the touch panel. This address is unique to each classroom system.

b. Follow the web-based prompts for your device OS (Windows, macOS, iOS).

c. You will be asked to enter the security code shown on the touch panel to authenticate the connection.

 **Tip:** It is necessary to use Eduroam WiFi with an employee account to use AirMedia or it won't work.

## Using AirMedia on iOS Devices

To wirelessly present from an iPhone or iPad, follow these additional steps:

1. **Download the correct AirMedia app** from the App Store.
  - a.  Use the version shown on the left (see image below)
  - b.  Avoid the older AM-100 version, which is not compatible with uOttawa classrooms.
  - c.
2. **Connect using AirPlay (iOS):**
  - a. Launch the AirMedia app and enter the IP address
  - b. Input the **4-digit session code** shown on the screen
  - c. Open your **Control Center** and select **Screen Mirroring**
  - d. Users are required to enter the code a second time. Choose the correct classroom device and confirm the code if prompted.



## 4. Using the Microphone



- **Power on the microphone:** Locate the power button on the microphone and switch it on.
- **Battery check:** The battery pack has a display where you can see battery life. The charger will use a color code and goes as follows;
  - **Green:** Battery is fully charged and ready for use.
  - **Amber:** Battery charge is defective.
  - **Red:** Battery is charging.
- **Same frequency:** The frequency cancels itself out if both are turned on at the same time, so it's very important for only one mic to be active.
- **Positioning:** Place the microphone correctly, it should always be clipped at mid chest about armpit height and pointing at the chin.
- **Post-use:** Rechargeable microphone batteries must be returned to their charging stations after class to ensure availability for the next session.



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## 5. Using the Document camera



**Document cameras** let you project physical documents, books, or small objects onto the classroom screen; similar to a traditional overhead projector, but in a digital format. Some models are flexible and can be manually adjusted for different viewing angles, while others have a fixed base with built-in controls such as zoom, freeze, autofocus, and rotation.

### How to use:

- i. **Turn on the Document Camera** (if it has a power switch).
- ii. On the **Crestron Touch Panel**, select the **Document Camera** icon as your video source.
- iii. Adjust focus, zoom, or orientation using:
  - a. Physical control buttons on the device
  - b. On-screen options, if available.
- iv. Make sure the image appears on the projector or LCD screen.

### Tips:

Position your document directly under the lens for the best image.

- i. Use zoom to highlight details.
- ii. Avoid stacking papers to maintain focus clarity.

## 6. Audio Setup

- **Volume control:** Use the touch panel's volume slider or buttons to adjust speaker volume to a comfortable level for the room. This does not adjust the volume for the microphone amplification inside the room.
- **Audio source:** Confirm that the audio source matches the video source. For example, if using HDMI input from a laptop, ensure audio is routed through the classroom speakers and not the laptop's built-in speakers.
- **Sound check:** Before class starts, test audio by playing a sample sound or video to confirm sound clarity and volume.

## 7. Capture devices

The different types include USB 300, Epiphan, Megewell which is usually identifiable by label or shape. All three devices have the same connection protocol. USB 3 Type A to B or A to A Outputting to PC and an HDMI input.



Always ensure the device is not covered or near the heat source, to avoid overheating. When facing issues; resetting could help; unplug and replug USB.

## 8. Before Leaving the Room

- **Microphone care:** Ensure the microphone is turned off and placed back on its charger to prevent battery drain.
- **Instructor logout:** double click on the Padlock icon on the desktop. This will reset the PC, logging out all accounts and erasing all downloaded documents.
- **System shutdown:** Use the **Shut Down** or **Power Off** button on the touch panel to properly turn off the projector and all AV equipment. Avoid unplugging devices manually to prevent damage.

## 9. Troubleshooting Tips

- **No image on screen:**
  - Check if the projector or LCD screen is powered on.
  - Confirm the correct input source is selected on the touch panel.
  - Inspect cable connections for loose or unplugged cables.
- **AirMedia not working:**
  - Verify: Eduroam WiFi network with employee account.
  - Refresh the code by pressing it on the touch panel.
- **No sound:**
  - Check volume level on the touch panel and on the instructor's device.
- Check that the proper audio device is selected in the playback devices on user computer.
- **Mic issues:** Check microphone battery and connection if using a mic.

## 10. When to escalate to Level 2 support

Tier 2 should be contacted as soon as a solution requires to access the equipment closet or manipulate or modify physically hardware connections or configurations, modify configuration of software or when no solution is found after basic troubleshooting fails. Listing the reasons could lead to think that those are the only reasons to contact tier 2.

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### Quick reference checklist:

#### *a. Before class*

- Tap the **Crestron touch panel** to wake it up.
- Press Power On / Start System to turn on AV equipment.
- Select the **correct input source** (PC, HDMI, AirMedia, BYOD).
- If using **AirMedia**:
  - Confirm instructor is connected to Wi-Fi.
  - Use the IP address displayed on the classroom screen (e.g., 192.168.1.100) and enter the 4-digit code shown on the touch panel to complete the connection.
- Test **microphone**:
  - Turn it on.
  - Check battery level (green, amber, red).
  - Ensure the microphone is placed upright, as it may be easy to position it upside down by mistake.
- Confirm **audio** output is functioning:
  - Adjust volume from touch panel.
  - Ensure the right output device is selected on the computer.

#### *b. During class*

During classes, professors and assistant professors may need to:

- Monitor audio levels and adjust if needed.
- Make sure they pay attention to source switching if they change devices.

#### *c. After class*

After each class, professors and assistant professors need to:

- Ensure the **microphone is turned off** and placed on the charger.
- Using the padlock shortcut on desktop to reset computer. Logging out will not purge the personal account info saved to PC or delete the documents that were downloaded.
- Make sure to press **Shut Down / Power Off** on the touch panel.
- Visually confirm projector/screen powers off.

## 11. Other troubleshooting

Possible issue	Try this
<b>No image on one or both screens</b>	Ensure the projectors or displays are powered on. Reselect the source for each screen using the touch panel.
<b>No audio or microphone not working</b>	Check the mic battery, ensure the mic is turned on, and confirm correct audio input is selected.
<b>Touch panel is frozen or unresponsive</b>	Call tier 2.
<b>AirMedia won't connect</b>	Eduroam Employee account - Refresh the code on touch panel - go to mirroring and connect to room for MacOS and iOS. Then tier 2.

### ***Need more help?***

For additional support or complex issues, please contact your Level 2 support team immediately. Keeping classroom technology running smoothly ensures a positive experience for our instructors and students alike. Thank you for your attention to detail and commitment to excellent service.

### ***When and who to call***

- **Technical support during class:**  
Call **Classroom Support**; the phone number is posted on or near the podium.
- **Non-technical issues** (e.g., room temperature, furniture, lights): contact facilities client support for urgent requests: 613-562-5000 option 2 or for non-urgent requests: [submit a ticket](#).

*Tip:* Always record or report recurring technical issues for follow-up; even if you're able to resolve them on the spot.