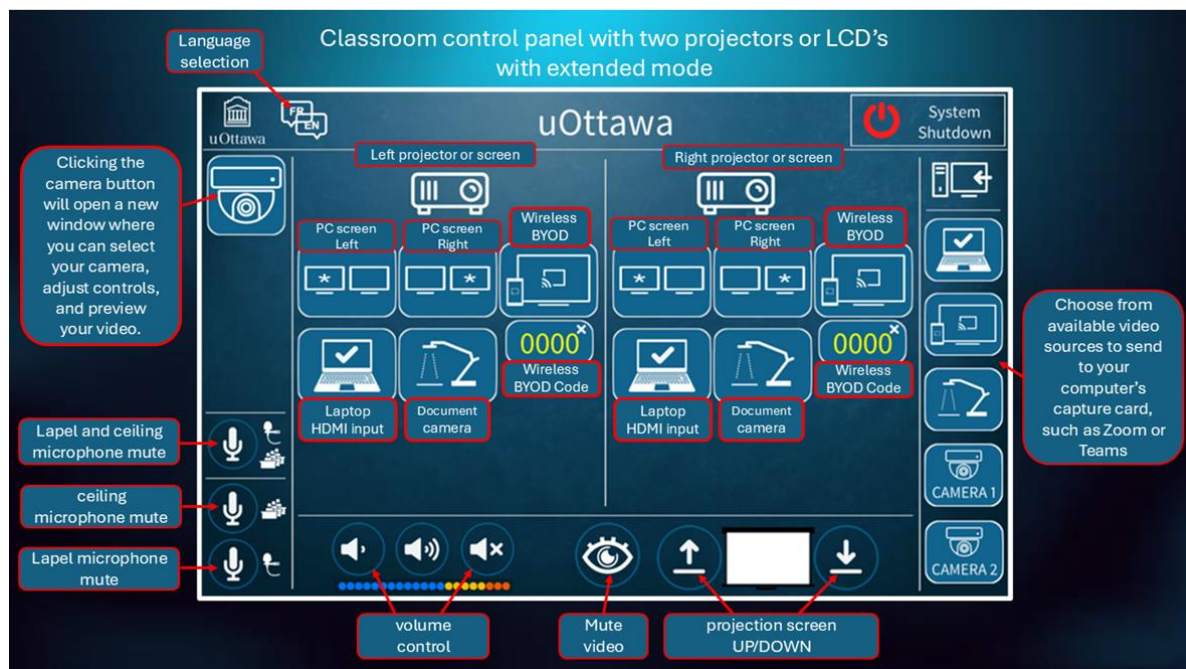


Workflow- Classroom control panel with extended display

Modern classrooms equipped with dual display setups allow instructors to deliver more dynamic lessons by presenting different content on two screens. At the University of Ottawa, these configurations rely on a control panel connected to two projectors or LCDs and require careful coordination of input sources and AV settings. This job aid is designed to support faculty IT representatives and classroom technicians by providing clear, step-by-step guidance on powering up the system, assigning content to each display, supporting wireless connections, managing microphones, and responding effectively to technical issues during class.

1. Understanding this setup



These classrooms feature:

- Two display devices (either projectors or LCD screens)
- A Crestron control panel used to manage the entire AV system
- An **extended mode configuration**, where the left and right screens operate independently and display different content

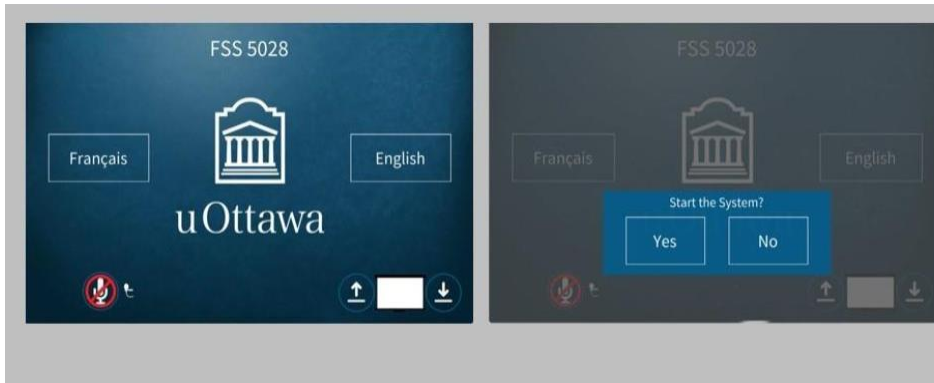
Key things to know:

- You can assign separate input sources to each screen
- Screen labels such as “Left” and “Right” on the touch panel usually correspond to physical placement in the room
- This setup allows instructors to show slides on one screen and complementary material (video, notes, websites, etc.) on the other.

2. 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.

4. Using AirMedia (Wireless Projection)

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

Step 1: Select AirMedia on the Touch Panel

- Tap **AirMedia** as the source under **Screen 1**, **Screen 2**, or both, depending on where you want the content to appear.

In **Extended Mode**, each screen functions independently; you can display different content on each projector/LCD.

Step 2: Connect from the Instructor's Device


- On your device, open a web browser.
- Enter the **IP address** displayed on the classroom screen (e.g., 192.168.1.100).
- Follow the on-screen prompts to download or launch the AirMedia client.
- Enter the **4-digit code** shown on the screen to complete the connection.

Step 3: Use Extended Display (Optional)

If you'd like to show **different content** on the two screens:

- Enable **Extended Display mode** on your laptop:
 - **Windows:** Right-click desktop → Display Settings → Select **Extend these displays**
 - **macOS:** System Settings → Displays → Arrange → Uncheck “Mirror Displays”
- Drag content windows (e.g., PowerPoint on one side, browser on the other) across your extended desktop to project different visuals on **Screen 1** and **Screen 2**.
- Use the **Touch Panel** to assign AirMedia to the appropriate screen(s).

AirMedia only projects **one screen feed** from your device at a time; to fully take advantage of extended content across two displays, use AirMedia on one screen and a second source (e.g., PC or HDMI) on the other.

 **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

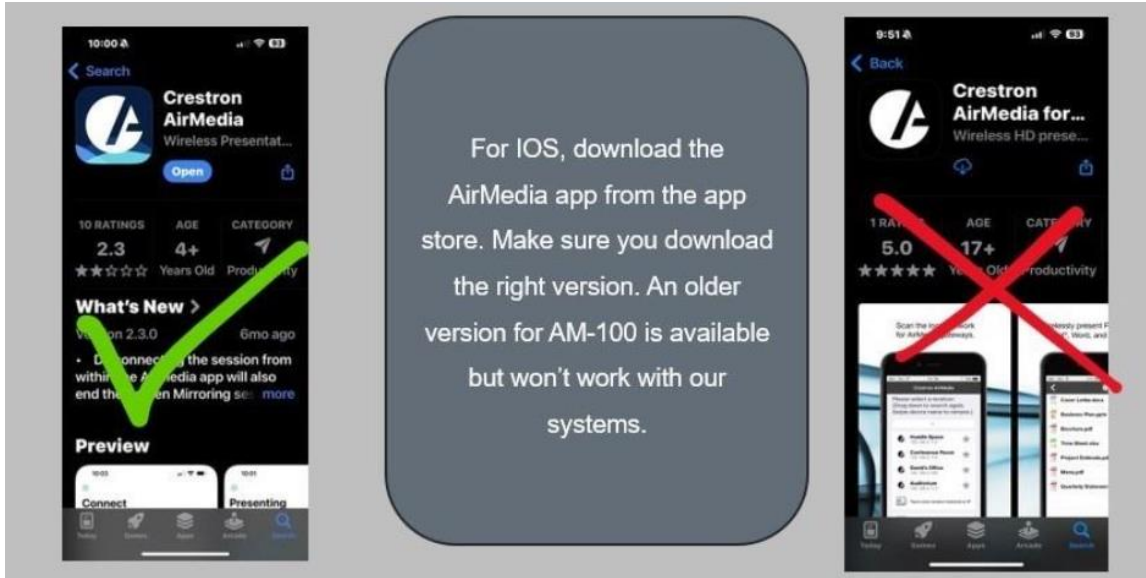
To wirelessly present from an iPhone or iPad, follow these additional steps:

1. **Download the correct AirMedia app** from the App Store.
 - a. Use the version shown on the left.

- b. ✗ Avoid the older AM-100 version, which is not compatible with uOttawa classrooms (See image 1 below.)

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. Choose the correct classroom device and confirm the code if prompted



Important: There are multiple uOttawa networks available across campus, but Eduroam network with Employee account is the only connection that will allow AirMedia to connect.

5. Using the Microphone

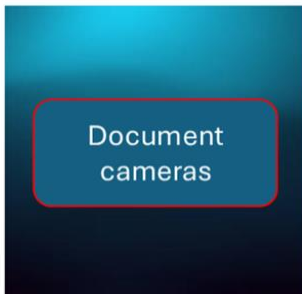


- **Power on the microphone:** Locate the power button on the microphone and switch it on.
- **Battery check:** The battery pack has a display where you can see battery life. The charger will use a color code and goes as follows;
 - **Green:** Battery is fully charged and ready for use.
 - **Amber:** 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.



6. 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.

7. 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.

8. 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.

9. 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.

10. 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.

11. 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 screen 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.
- **Log out** of the classroom computer.
- 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
No image on one or both screens	Ensure the projectors or displays are powered on. Reselect the source for each screen using the touch panel.
No audio or microphone not working	Check the mic battery, ensure the mic is turned on, and confirm correct audio input is selected.
Touch panel is frozen or unresponsive	Call tier 2.
AirMedia won't connect	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.