

Basic Use of Classroom Technology Carts

First, some basic DO's and DON'Ts:

- DO familiarize yourself with equipment and software prior to need.
- DO try to arrive early enough to test room equipment prior to use.
- DO have a “Plan-B” in the event you encounter a problem.
- DO basic housekeeping before you leave – pick up personal items and extra class materials, turn off projectors and replace gyro mice on their charging stands. Close and lock windows, and insure the thermostat is set at 72 degrees, more-or-less.
- DO lock classrooms when you leave. Do not allow students to stay behind unmonitored. Report any classroom you find open upon your arrival to the Provost's office.
- DO report any room problems to Facilities at x-4907. Report equipment problems to the university HELP desk: x-4357

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- DO NOT move the cart more than a few feet. Take care not to damage or disconnect cables if you do.
- DO NOT place papers on top of the sound system. DOing so shortens its life AND is a **fire hazard!**
- DO NOT leave class materials on the cart and expect them to be there upon your return!
- DO NOT attempt to fix problems yourself or leave unreported problems for the next person to discover!
- DO NOT remove electronics from the cart for any reason.

Using the VCR:

1. Turn ON the projector and give it 2 minutes to warm up.
2. Ensure the sound system is turned ON
3. Select VCR (or VCR-ANL) on the sound system by using the select knob or pressing the appropriately-labeled button.
4. Press the appropriate button on the projector remote; either the SELECT button or VIDEO button, until the proper mode is displayed.
5. Adjust volume by using the volume control knob or buttons of the sound system.

Using the DVD player:

1. Turn ON the projector and give it 2 minutes to warm up.
2. Ensure the sound system is turned ON
3. Select DVD on the sound system by using the select knob or pressing the appropriately-labeled button, until the proper mode is displayed.
4. Press the appropriate button on the projector remote; either the SELECT button or VIDEO button.
5. Adjust volume by using the volume control knob or buttons of the sound system.

Using/Projecting the PC:

1. Turn ON the projector and give it 2 minutes to warm up.
2. Ensure the sound system is turned ON.
3. Select “CD” on the sound system by using the select knob or pressing the appropriately-labeled button, until the proper mode is displayed.
4. Press the appropriate button on the projector remote – select RGB mode.
5. Adjust volume by using the volume control knob or buttons of the sound system.

Troubleshooting PC Problems:

Unable to Login / No “NAL SUITES”:

Make certain the network cable has not been disconnected. If the cable is found to be disconnected, reattach the cable and RESTART the computer.

Try Internet Explorer. If you can reach a web site, then basic connectivity is present. Locate the red “N” in the system tray (lower right corner), right-click on it, and select **Netware Login**. Use the Username that is posted on the cart’s monitor. Leave the password field blank.

NOTE: All cart systems have the basic Microsoft Office suite loaded locally. If you are unable to access NAL SUITES, then go to Start, Programs, then locate the particular Microsoft Office package you wish to use.

Program locked up or entire computer locked up:

If the computer is locked up, that is to say there is no mouse or keyboard control: First, ensure the problem is not simply the wireless mouse dying. Try to get the computer's attention with the wired mouse, or by pressing the "Microsoft" key, located on the lower left of the keyboard between the <Ctrl> and <Alt> keys.

If the computer is totally non-responsive: Press and **hold** the Power button on the computer for about ten seconds. The computer will crash down after a ten second delay. Wait another ten seconds, then press the power button again to begin a power up cycle.

If the computer is functioning but a program is locked up:

Have patience. Sometimes opening a large file or new program will trigger the antivirus software to do a scan, so it may take up to twenty seconds to respond. If the unit IS locked up, try pressing <Ctrl><Alt> simultaneously. The task manager should pop up. Select **Task List**, and a list of tasks should appear. Choose the offending program and select END TASK. If this does not work, try again, but this time select the **Shutdown** tab and cycle power on the computer.

Wireless Mouse problems:

If you find the wireless mouse dead: It often takes a double-click of the button on the underside of the mouse to wake it up. Be patient as the wake-up cycle can take up to ten seconds.

If the mouse can't be awakened, return it to the cradle to be charged. Report it to the HELP desk if it does not begin to slowly flash a green light after a few minutes. You'll need to use the wired mouse for this class, as it takes over an hour for the mouse to reach a minimal charge. A properly charged mouse with healthy batteries should be good for a couple of day's use without a charge, so please report this to the HELP desk so we can check it out and, if necessary, replace the batteries.

Never move a mouse from one classroom to another! These units are digitally “anchored” to their specific cradle/receiver and will not operate properly if the pairing is broken.

If the computer’s cursor behaves erratically while using the gyromouse: click the **Channel Select** button (unmarked, small button at the top middle of the black mice), or the blue **Channel** button (on the underside of the blue mice). **DO NOT** press the blue **Teach** button on the blue mice, as this will disable the mouse!

No PC sound

Check to insure the sound system is ON and in the CD position. If the sound system needs to be in a position other than CD for proper operation, IT will have clearly marked it. Ensure the sound card is not muted by clicking the small speaker icon on the system tray, and when presented with Volume Control panel ensure that the Mute boxes are not checked. Try turning up the **Master Volume** slider and the **Wave** slider. By clicking on the master volume slider a small blip tone is produced, and you can verify basic functionality in this manner.

Any problem you cannot resolve with the computer or any component of the cart system should be reported to the HELP desk as soon as possible! All equipment is checked and tested between semesters for proper operation, but classroom schedules prohibit regular checks during the semester. Information Technology largely relies on you, the user, to report any issues with the equipment. IT asks that you be as specific as possible with your trouble report. Remember: We have very little time to repair cart systems between classes, so coming armed with the proper knowledge and equipment is essential to restoring proper operation in a timely manner. Thanks.