# TABLE OF CONTENTS

Contacts for WNC IAV ................................................................. 1
Quick Guide for Basic IAV use in CED307 ............................... 2
Polycom Remote Control Operation CED307 - TABLE 1 ........... 3
Guide for Basic IAV use in CED307 (no other media utilized) ....... 4-6
Digital Projection System Operation ......................................... 7-8
Document Camera Operation .................................................. 9
DVD/VCR Combo Player Operation .......................................... 10
Computer Audio/Sound Control ............................................. 11
Troubleshooting (LCD flat panel monitors are black) ............... 12
Troubleshooting (Blue Screen, No Video or Audio) reboot system .. 13

## IAV Technical Support Contacts:

### Media Services Help Desk

WNC Carson Campus  
**Ph. 445-4241**  
Semester Hours: Mon.-Thur. 8:00 am to 8:00 pm  
Friday: 8:00 am to 5:00 pm  
Non-Semester Hours: Mon.-Thurs. 8:00 am to 5:00 pm

### SCS / System Computing Services

IAV Technical Help = 775-784-1715, Option #1  
Hours: Mon.-Frid. 8:00 am to 7:00 pm
IAV Contacts - Western Nevada College

**Director, Library & Instructional Technology**
Ken Sullivan  
ken@wnc.edu, 775-445-4246  
Responsible For:  
- Overall direction and supervision of IAV delivery

**IAV Coordinator**

**Fallon and Rural Teaching Locations**
Walt Lewis  
wlewis@wnc.edu, 775-423-7565 ext. 2249  
Responsible For:  
- Training and technical support for IAV classes  
- Maintaining and installing IAV equipment  
- Supervision of IAV at the Fallon Campus and rural teaching locations  
- Hiring, training and supervising facilitators at the Fallon, Fernley and Yerington sites  
- Maintaining an efficient IAV system

**IAV Coordinator Carson City & Douglas**
Troy Tingle  
tinglet@wnc.edu, 775-445-4242  
Responsible For:  
- Supervision of IAV classroom support on the Carson City and Douglas Campuses.  
- Training and technical support for IAV classes.  
- Maintaining IAV equipment.  
- Instructions for IAV classrooms

**IAV Support Staff Carson City & Douglas**
Ralph Schilling  
ralphs@wnc.edu, 775-445-3360  
Responsible For:  
- Preparation and startup of IAV classrooms  
- Maintaining IAV equipment  
- Installation and troubleshooting of IAV equipment  
- Training of IAV facilitators  
- Facilitating for IAV classes when needed  
- Posting weekly IAV schedules outside classrooms

**WNC IAV Scheduler**
Donna Redfern  
dredfern@wnc.edu, 775-445-4245  
Responsible For:  
- Scheduling all IAV rooms/classes  
- Hiring, training and supervising Carson and Douglas Campus IAV Facilitators  
- Monitoring Facilitator time and work performance  
- Preparing payroll for Facilitators  
- Distributing IAV class materials for Carson

**SCS (System Computing Services)**  
775-784-1200, option 1 (help number)  
Responsible For:  
- Initiating and maintaining the IAV network  
- Helping the facilitator troubleshoot in the classroom  
- Overall responsibility for all IAV scheduling
**QUICK GUIDE**

IAV Operation CED307

**STEP #1**

Locate the Polycom remote A pg4 normally left on the facilitator desk B pg4 or inside cabinet C top shelf pg4.

**STEP #2**

Pick up the Polycom remote A pg4 to wake up the Interactive Video System. If you do not get a response point the remote directly at the camera D pg4 at the front of the classroom.

**STEP #3**

Point the Polycom remote at the Polycom sensor D pg4 and press the mute button E pg5. Check the ceiling mounted microphones F pg5 to check status:

- Red light = MUTED and No light = UN-MUTED / LIVE.

**STEP #4**

Press number 9 on the Polycom remote G pg5 while pointing at the Polycom sensor D pg4 and LEAVE REMOTE ON THE DESK. If computer or document camera image displays, you will have to push “CONTENT” A pg8 then press “9”. The front camera will automatically move and zoom to the preset position to view students (for list of preset camera positions see Table 1 pg3). You should see an image of students and desks on both front monitors H pg5.

**STEP #5**

Go to the front of the classroom or behind the teaching station for your lecture. You can view the students at the remote site on the left monitor at the back of the room J pg6. The right monitor at the back of the room K pg6 displays the image being transmitted from your classroom to the remote site.

**STEP #6**

**IMPORTANT:** When finished leave everything the same as when you entered the room.

- a) Leave all devices powered on - except the ceiling mounted, digital projector.
- b) Leave lights turned on in room.
- c) Leave remote controls on facilitator desk B pg4.
- d) Mute E pg5 the microphones F pg5 before leaving.
- e) Leave all tables and chairs in the exact position as when your entered the room.
- f) Remove all instructional papers and items brought with you.

Please do not store items at the teacher station or media cabinets.

Media Help Desk
Ph# 445-4241
Polycom Remote Control Operation

**BASIC FUNCTIONS**

- a. Content (Computer)
- b. Far Camera
- c. Zoom In or Out
- d. Volume
- e. Near Camera
- f. Mute
- g. Hang Up / Disconnect

**CAMERA VIEW PRESETS - REY102**

<table>
<thead>
<tr>
<th>Preset #</th>
<th>Camera</th>
<th>View</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Rear</td>
<td>Teaching Station</td>
</tr>
<tr>
<td>2</td>
<td>Rear</td>
<td>Teacher/White Board (LEFT)</td>
</tr>
<tr>
<td>3</td>
<td>Rear</td>
<td>Teacher/White Board (CENTER-Close)</td>
</tr>
<tr>
<td>4</td>
<td>Rear</td>
<td>Teacher/White Board (RIGHT)</td>
</tr>
<tr>
<td>5</td>
<td>Rear</td>
<td>Wide Shot, Front Center</td>
</tr>
<tr>
<td>6</td>
<td>Rear</td>
<td>Students (LEFT-Front)</td>
</tr>
<tr>
<td>7</td>
<td>Rear</td>
<td>Students (LEFT-Rear)</td>
</tr>
<tr>
<td>8</td>
<td>DVD/VCR</td>
<td>DVD/VCR Player INPUT</td>
</tr>
<tr>
<td>9</td>
<td>Front</td>
<td>Students RIGHT SIDE-Front</td>
</tr>
<tr>
<td>0</td>
<td>Content</td>
<td>COMPUTER or Document Camera*</td>
</tr>
</tbody>
</table>

*Use Document Camera controls at teacher station to switch between computer/PC and document/CAMERA
Basic Interactive Video Guide for Cedar 307

NOTE: Equipment will not function until connection is activated by SCS which is **10 minutes before** scheduled class or meeting.

**STEP #1**

Locate the Polycom remote A normally located on the facilitator desk B at the back of the classroom. Remote may also be in drawer C.

**STEP #2**

Pick up the Polycom remote A to wake up the system. If you do not get a response from the system or the monitors do not display an image, point the remote directly at the camera D at the front of the classroom.
STEP #3

Point the Polycom remote at the Polycom sensor D pg4 and press the mute button E. Check the ceiling mounted microphones F to check status: Red lights = MUTED and no lights = UN-MUTED.

STEP #4

Press number 9 on the Polycom remote G while pointing at the Polycom sensor D pg4 and LEAVE REMOTE ON THE DESK. The front camera will automatically move and zoom to the preset position to view students (for list of preset camera positions see Table 1 pg3). You should see an image of students and desks on both front monitors H.
STEP #5

Go to the front of the classroom or behind the teaching station I for your lecture. You can view the students at the remote site on the left monitor at the back of the room J. The right monitor at the back of the room K displays the image being transmitted from your classroom to the remote site.

STEP #6

**IMPORTANT:** When finished leave everything the same as when you entered the room.

a) Leave all devices powered on - *except the ceiling mounted, digital projector.*

b) Leave lights turned on in room. Expensive video cameras can be damaged attempting to find focus without proper light.

c) Leave remote controls on facilitator desk B pg4.

d) Mute E pg5 the microphones F pg5 before leaving.

e) Leave all tables and chairs in the exact position as when you entered the room.

f) Remove all instructional papers and items brought with you. Please do not store items at the teacher station or media cabinets.
**Digital Projection System Operation:**

**STEP #7**

First complete steps 1-5 found on pages 4-6.

Locate the Hitachi projector remote L normally left on the facilitator desk B or inside the top-right drawer C. Press the Red power button M as you point remote towards the back of the ceiling projector N.

You may have to walk up closer to the projector.

<< Tip >>

Hitachi projector remote L can be used in front or behind the ceiling mounted projector. The remote will not work on either side of the projector.
**STEP #9**

To view computer on projection screen CONTENT must be selected on Polycom remote A. The document camera must have PC selected R pg9.

**STEP #10**

If computer image does not display on the projection screen repeat pushing VIDEO P on Hitachi remote L until “HDMI” Q source displays on screen. Point remote at the back or front of ceiling mounted projector N.

*When finished turn off the projector with remote L by slowly pressing the Red Standby/On power button two times.*
Document Camera Operation:

**STEP #11**

First complete steps 1-9 found on pages 4-8 and select the CAMerA input button \( S \). Polycom remote A pg8 must be set to CONTENT.

**STEP #12**

Turn on document camera lamp by sliding switch \( T \). Place your document aligned with the red lights on desk \( U \). When finished select the PC input button \( R \) and turn off lamp only \( T \) (do not turn off document camera).
**DVD/VCR Combo Player Operation**

*NOTE: Audio is controlled by Polycom remote see Table 1 pg 13.*

**STEP #1**

Open cabinet door A located at front of room. Access Toshiba DVD/VCR combo player B on top shelf. Power on player with button C. The Polycom system needs to be on camera preset 8 (see page 3 for details). The Hitachi projector needs to be on HDMI source (see step 10 page 8). If needed the Toshiba remote K is located in facilitator desk drawer.

**STEP #2**

Select DVD or VCR with button D. Green LED light will light up above “DVD” E or “VCR” E indicating the player type currently selected.

**STEP #3**

To play DVDs press Eject button F to access DVD tray on right side of player. Insert DVD into tray G and press the Open/Close button F to close. Press DVD Play button H to start your DVD. To play VCR tapes insert tape into player I and press the Play button H. To eject VCR tape press Open/Close button F.
Computer Audio/Sound Control

**STEP #1**
At the front of the classroom locate the speaker with controls on top of the teacher station A.

**STEP #2**
On the front of the speaker turn VOLUME switch B to the right until LED light C turns Green. Adjust volume and mute with computer controls as needed.

Media Help Desk
Ph# 445-4241
STEP #1  
**Troubleshooting Step** - Monitor screens are Black with no image.
*Note: Monitors should be left powered for auto sleep mode when finished.*

If image does not appear on either of the flat panel monitors at the front of the room J check that the monitor is turned on. Bottom right both monitors is a POWER indicator light L which should be Green (left of the word POWER). If indicator light is not Green, push the power button K located on the bottom right side panel both monitors. If light turns Green and you have an image on the monitor go to STEP #2 pg4. If the indicator light turns Green, but you DO NOT HAVE IMAGE or the indicator light does not turn Green you will need a technician - CALL MEDIA SERVICES ph. 445-4241.
STEP #2  Troubleshooting Step - Blue screen on monitors with no video or audio in classroom. How to restart/reset the system connection with SCS.

Select the HANG-UP button M on the Polycom remote. Allow up to two minutes for the connection to restart through the bridge with SCS / System Computing Services in Reno, NV. If no image appears after two minutes go to Step #3 below.

STEP #3

Press and hold the Polycom remote POWER button O for a couple seconds to power off the system. Wait a few seconds and then push the POWER button O again to power on the system. Allow up to four minutes for an image to appear. If you still experience problems you will need a technician - CALL MEDIA SERVICES ph. 445-4241.

Media Help Desk
Ph# 445-4241