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IAV Technical Support Contacts

Media Service 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 class schedules

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 Douglas

**STEP #1**
Locate the Polycom remote normally left on the facilitator desk or inside the top-right drawer.

**NOTES:** Steps 1-6 do not include how to present images from Computer, Projector, DVD/VCR or Digital Document Camera. Remote connections are activated by SCS approximately 10 minutes before scheduled class or meeting.

**STEP #2**
Pick up the Polycom remote to wake up the Interactive Video System. If you do not get a response point the remote directly at the camera at the front of the classroom.

**STEP #3**
Point the Polycom remote at the Polycom sensor and press the mute button. Check the ceiling mounted microphones to check status: Red light = MUTED and No light = UN-MUTED / LIVE.

**STEP #4**
Press number 9 on the Polycom remote while pointing at the Polycom sensor and LEAVE REMOTE ON THE DESK. If computer or document camera image displays, you will have to push “CONTENT” 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). You should see an image of students and desks on both front monitors.

**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. The right monitor at the back of the room 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.
d) Mute the microphones 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.

**Media Help Desk**
Ph# 445-4241
TABLE 1

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 - DOUGLAS IAV

<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 CENTER</td>
</tr>
<tr>
<td>2</td>
<td>Rear</td>
<td>Teaching Station at Doc. Camera</td>
</tr>
<tr>
<td>3</td>
<td>Rear</td>
<td>Teacher/White Board RIGHT</td>
</tr>
<tr>
<td>4</td>
<td>Rear</td>
<td>Teacher/White Board (LEFT)</td>
</tr>
<tr>
<td>5</td>
<td>Rear</td>
<td>White Board Wide Shot 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 Left Side CONFERENCE</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 Douglas IAV

**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.

### 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 **C** at the front of the classroom.
STEP #3

Point the Polycom remote at the front camera C pg4 and press the mute button E. Check the ceiling mounted microphones F to check status: Red light = MUTED and No light = UN-MUTED.

<< Tip >>
You can press the light F on the microphone which functions as a button to mute or unmute.

STEP #4

Press number 9 on the Polycom remote G while pointing at the Polycom sensor C 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. Press the Red power button M as you point remote towards the back of the ceiling projector N.

<< 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

Locate GOVIDEO DVD/VCR combo player A on the cabinet in the front corner of the room. 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).

STEP #2

Select DVD or VCR with button D. Display will show a Green “DVD” E or amber “VCR” E indicating the player type currently selected.

STEP #3

To play DVDs press Eject button F to access tray. Insert DVD into tray G and press the Eject button F to close. Press Play button H to start DVD. To play VCR tapes insert tape into player I and press the Play button H. To eject VCR tape press the VCR Eject button J.
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 to increase volume. Use computer controls to further adjust and mute volume as needed.
**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 left on both monitors is a POWER indicator light L which should be Green. 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.