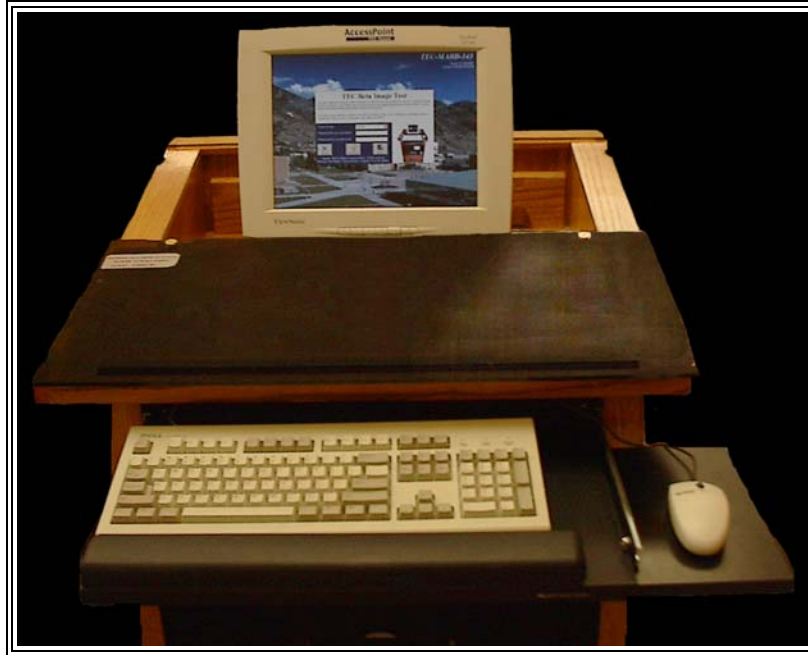
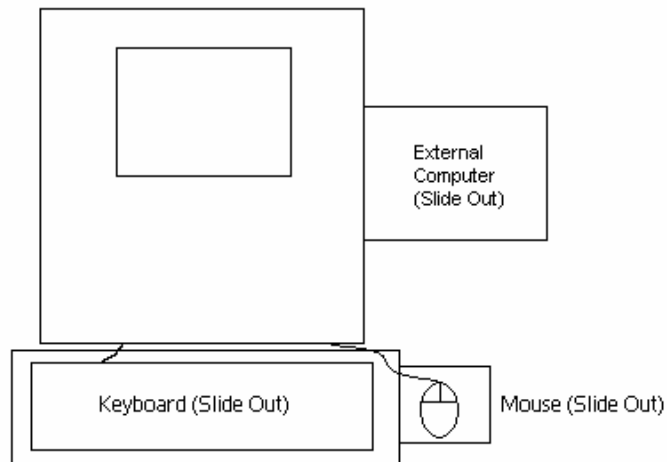


Support Information - User Guide – The TEC Podium

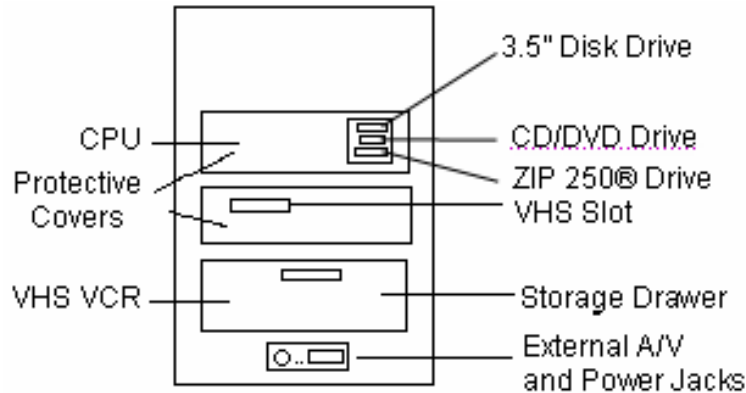
The following components are on top of the podium:



1. A built-in computer monitor which can be folded down or raised up.
2. A plastic shield protecting the built-in computer monitor (can be folded down).
3. A keyboard on a slide-out tray just under the top of the podium.
4. A mouse on a sliding shelf attached to the keyboard tray (slides left or right).
5. Sliding side shelf (left or right) for external computer.



The following components are inside of the podium:



1. A CPU with floppy, ZIP 250@, and CD/DVD drives.
2. A VCR. Notice the slot through which to insert tapes.
3. A storage drawer just below the VCR.
4. External audio-video jacks that are connected to the projector and sound systems. Audio includes L and R RCA jacks; video includes a BNC jack. If you need an RCA video jack, you will need to use an RCA to BNC adapter.
5. Two power jacks.

Control Panel

Login Screen

Welcome!


You are required to logon to this computer in order to use associated resources. Please indicate the type of logon, your NetID and your password in the appropriate blanks listed below. Custom logins will require further information before processing.

If you have questions or encounter problems, please call 378-7671 (SOS1).


Type of Login:

Please enter your username:


Please enter your password:



Reset




Assistance



Log In

Copyright 2002 by Brigham Young University. All rights reserved.
Permission from Brigham Young University is required to use this program.

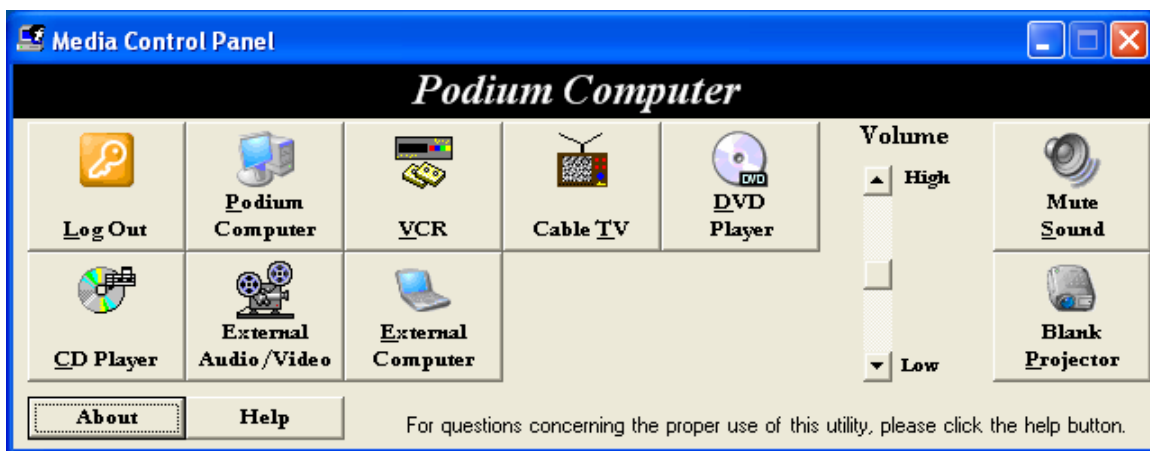


To Log In:

1. Move the mouse or touch any key on the keyboard to activate the login screen (shown above). TEC Room functions will become available after you log into the network.
2. Select an appropriate status from the "Type of Login" list (i.e. Faculty, Student, Test Tree, or Custom).
3. Enter your username (your Route Y Net ID) and password in the appropriate fields.
4. Press **Log In**. *Note: If the network is down, you can still access the TEC Room utilities, but the Internet and the U: Drive will not be available.*

Equipment Control

After logging in, the **Media Control Panel** (MCP) will automatically appear:



Use the MCP to select and operate the VCR, Cable TV, DVD Player, CD Player, available external devices, projector, and volume. The MCP is always available on the desktop or minimized on the taskbar at the bottom of the screen:



It is not possible to exit the MCP completely. If the MCP is minimized, select the MCP button on the taskbar to maximize the window.

Adjusting the Projector and Sound

Although the projector and sound automatically turn on and off as you select different functions on the MCP (e.g. VCR, CD Player, DVD Player, etc.), sometimes it becomes necessary to manually adjust the image or sound. This can be done using the controls on the MCP.



How to stop projecting an image:

1. Select the **Blank Projector** button on the right side of the MCP.
2. The Blank Projector button turns off the projector's lamp, and restores it when reselected.

How to adjust the volume from the MCP:

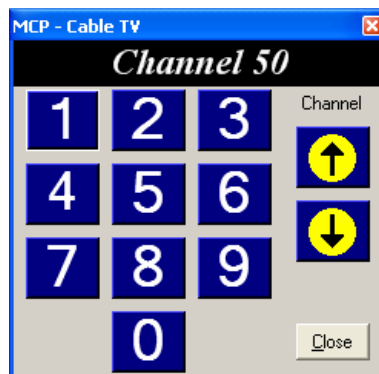
1. Locate the **volume bar** on the right side of the MCP.
2. Click and drag the square box on the volume bar **slowly** to adjust the sound louder or softer.

How to mute the sound from the MCP:

1. Select the **Mute Sound** button on the right side of the MCP.
2. The Mute Sound button turns off the podium's sound as the video, DVD, etc. continues to play, and restores the sound when reselected.

Cable TV

1. Select **Cable TV** on the MCP to display and activate the Cable TV controls (shown below).



2. Change channels by using the mouse to choose channel numbers with the number pad and arrows provided on the Cable TV control window or by typing numbers on the keyboard.
3. To exit the Cable TV application, click the **Close** button. Simply clicking the red X in the upper right-hand corner of the window will **NOT** successfully exit the program in this case. If you did click the red X to

close, you must re-enter the Cable TV application from the MCP and exit properly, *or* select a new application from the MCP before the projector will turn off.

VCR

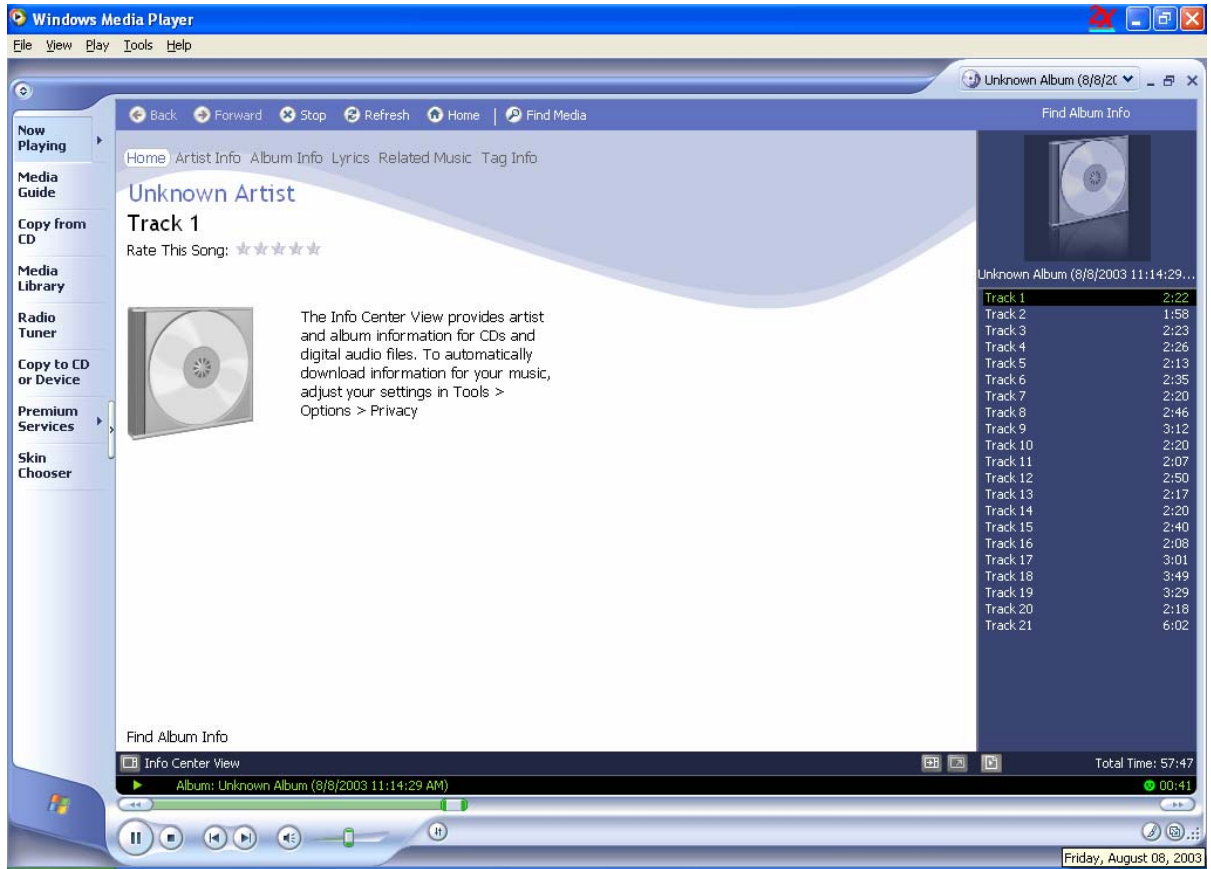
1. Select **VCR** on the MCP.
2. Place a video cassette in the VHS slot below the keyboard.
3. A window will appear displaying the basic VCR controls:



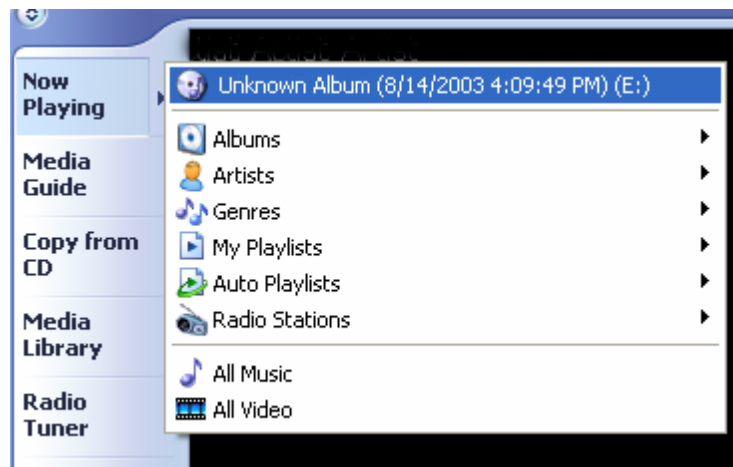
4. The projector will automatically turn on with the proper settings for showing a video.
5. Use the options in the VCR control window to rewind, stop, play, pause, fast forward, or eject the video. Manual operation of the VCR by pressing buttons on the VHS machine is not possible from a TEC Podium; however, the VCR will provide automatic tracking.
6. To exit the VCR application, click the **Close VCR** button. Simply clicking the red X in the upper right-hand corner of the window will **NOT** successfully exit the program in this case. If you did click the red X to close, you must re-enter the VCR application from the MCP and exit properly, *or* select a new application from the MCP before the projector will turn off.

Audio CD

1. Select **CD Player** on the MCP. The application *Windows Media Player*, will open.
2. Place an audio CD in the CD drive located below the keyboard.
3. Along the left hand side of the screen there are eight tabs. The **Now Playing** tab should be selected; if it is not, select it now.





4. A track list of the songs on the CD will appear on the right-hand side of the application. If a track list does not appear, click the arrow next to the Now Playing Tab and select the desired CD (in Drive E) from the menu (see below).



5. The player controls are located at the bottom of the application window. Click the **Play** button to play the first song on the CD.










6. To select a song other than the first one on the CD, you may scroll through the tracks using the **next** and **previous** buttons  located at the bottom of the screen. The selected track will turn green and begin to play. You can also play a track by double-clicking on its name.
7. Eject the CD from the E Drive by choosing **Play, Eject**, or by manually pressing the eject button next to the CD drive below the keyboard.
8. To exit the CD Player, click the X button  in the upper right-hand corner of the window or choose **File, Exit**.

DVD Player

1. Insert a DVD into the DVD drive located below the keyboard.
2. Select **DVD Player** on the MCP.
3. The application for the DVD player, *PowerDVD*, will open, displaying the DVD control panel:



Note: if the DVD immediately begins to play and the control panel is not visible, move the mouse until you can see the mouse arrow, then click the screen once to activate the control panel.

4. Press the **Play** button on the DVD control window to begin playing the DVD.
5. Use the buttons located on the **Control Wheel** to pause , skip forward a chapter , skip backward a chapter , stop , step back , or step forward .
6. To exit the DVD Player, press the **Eject** button  and click the X in the upper right-hand corner of the control panel window.

External Computer

1. Place a laptop or external computer on the shelf that is accessible from either side of the podium.
2. Find the universal cable that is accessible from either side of the podium (shown below).



3. Attach the installed universal cable to the external computer and then turn the computer on.
4. Select **External Computer** on the MCP. This will enable you to project images from your laptop onto the projector screen. Make sure to learn in advance how to match the computer's resolution with the projector and how to toggle the image so that it will appear on the projection screen.
5. To stop projecting images from your laptop select **Podium Computer** on the MCP.

External Audio/Video

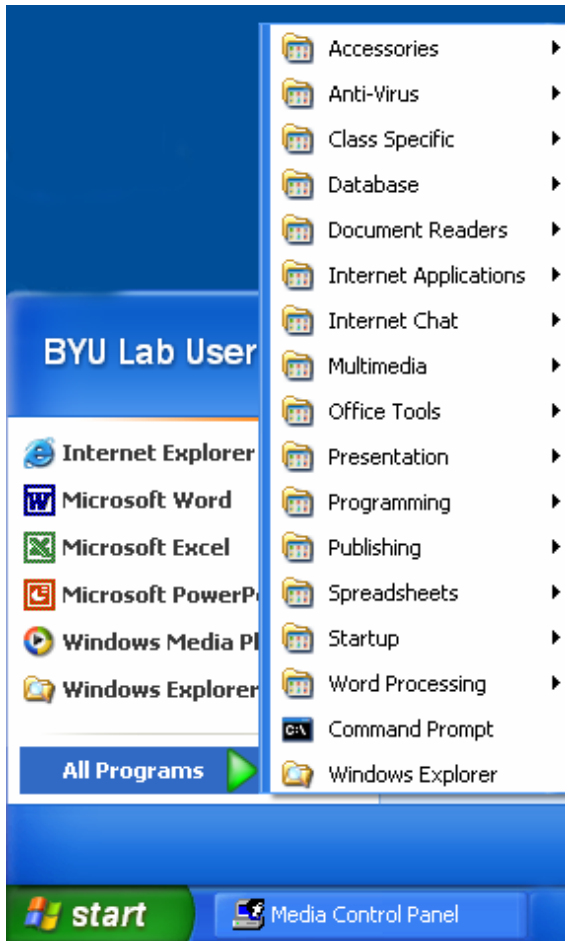


1. Attach external audio/visual equipment to the podium by plugging the appropriate cables into the equipment and corresponding jacks at the bottom of the podium (RCA audio or BNC Video).
2. Select **External Audio/Video** on the MCP to access external devices.
3. To return audio control to the TEC Podium, select **Podium Computer** on the MCP.

Contact the Office of Information Technology (249 MB, it@byu.edu, 378-4000) to schedule equipment to be delivered or to request help.

Additional Applications

Additional applications can be accessed through the **Start** menu.

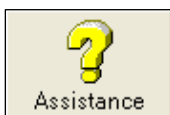


TEC Room Difficulties

Most technical difficulties associated with TEC Podiums are easily resolved by restarting the computer using the **RESTART** button located below the keyboard in the center of the TEC Podium's front Plexiglas panel. If difficulties persist after restarting, it is best to request technical assistance from the Office of Information Technology. Call 378-4000 for training or assistance. Call 378-7671 for URGENT HELP.

Emergency Assistance – If you need immediate assistance to continue a presentation:

Call the TEC Room Hotline at 378-SOS1 (378-7671), or use the automated Assistance Request as follows:



Click on the **Assistance button** located on the TEC Room screen, and submit a help request. This will immediately send notification to the assigned service desk agent, who can address problems over an online chat session and perform diagnostics remotely as necessary. This service is available Monday-Friday, 8am-5pm. If

you require after hours assistance, please call the TEC Room Hotline at 378-7671.

To send a help request:

1. Click the **Assistance** button located at the top of the desktop screen.
2. You may send a simple signal for help, or you may enter specific information in the help request. Specify which kind of help request you would like to make (simple signal or customized request) by clicking the appropriate **radio button**.



3. If sending a customized request for help, type a specific request or complaint in the provided text box.
4. Click **Send Request**.
5. You will be contacted within a few minutes by the service desk agent via an on-line chat session.

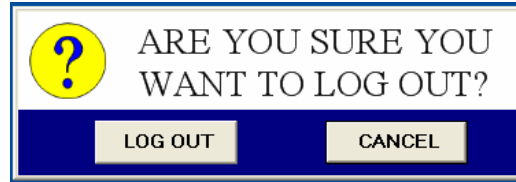
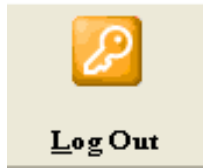
Note: For non-emergencies, please contact the Office of Information Technology at it@byu.edu, [\(801\) 378-4000](tel:801-378-4000) or [249 MB](#).

Logging Out

At the completion of a class or lecture, always log out.

To log out:

1. Exit all programs, eject all material from drives, and press either the **Log Out** button located on the Media Control Panel or the one located at the top of the desktop screen.
2. A window will pop up confirming your desire to log out. To proceed, press **Log Out**. If you do not wish to log out at this time, press **Cancel**.



Please, do **NOT** shut down the computer after use.

Troubleshooting

In addition to this troubleshooting information, TEC Room lab assistants are standing by Monday-Friday from 8am-5pm to respond to requests sent via the **Assistance** buttons located on the login and desktop screens. For emergencies and after-hours assistance, users may also call the TEC Room hotline at **378-7671**. Call 8-4000 if you need equipment or training.

System failures are usually repaired before 8:00 a.m. the next morning, but **have a backup plan** that does not require the TEC Room system, just in case.

Notice the **RESTART** button located below the keyboard in the center of the TEC Podium's front Plexiglas panel. Use a pen to RESTART as needed.

General Equipment Questions

Q. The Monitor is blank, what should I do?

A. Move the computer mouse or touch the keyboard to wake the monitor. If the monitor's green indicator light is not on, push the power button on the monitor.

Q. The Remote Mouse is not responding:

A. Re-program the remote mouse channel by following instructions on the sticker in the upper right corner of the open podium cover. If this does not work, call **8-7671** for a technician to replace the batteries or to re-set the channel.

Q. What should I do if the ZIP 250® or Floppy drive does not read my disk?

A. Push the **RESET** button located below the keyboard in the center of the TEC Podium's front Plexiglas panel. Call **8-7671** for a technician to re-install the drive, a five-minute procedure. *Note: Mac disks do not work in TEC Rooms.*

Network Failure

Q. The network is down; can I still use the TEC Podium?

A. All TEC Room functions work when the network is down, but there is no access to the Internet or U-drives.

Logging In

Q. How do I login if I don't have a "username" (Net ID)?

A. Call 8-4000 and assistants will guide you through the process of obtaining a Net ID.

Q. I can't log in, what should I do?

A. If you are unable to log in, a window will pop up explaining why access to the network has been denied to you. Most often this is due to incorrectly typing a username or password. If you are unable to log in, make sure your Type of Login is accurate, retype your username and password, have someone else try to log in for you, or request help from a lab assistant by clicking the **Assistance** button.

Projector

Q. What should I do if the projector isn't working?

A.

1. Some projector problems are caused by having more than one application open at a time. If you have opened more than one application, try closing all applications and re-entering only the one you would currently like to use.
2. If the projector is not responding, push the **RESTART** button located below the keyboard in the center of the TEC Podium's front Plexiglas panel. Once the system restarts, observe the lights in the bottom right-hand corner of the projector and take the corresponding action listed in the table below.

COLOR	What it means	Action you should take
Green	Warming-up or Projecting	Proceed
Amber	Cooling Down	Wait 30 Seconds
Red	Problem	Do not operate. Call 8-7671
No Light	No Power	Call 8-7671
Dark, blank, or broken projector image	Malfunction	Call 8-7671

Sound

Q. What should I do if the volume isn't working?

A. Check the Media Control Panel on the computer screen to see if **Mute** is selected. If selected, the Mute button will look like this:



If the Mute button is selected, de-select it by clicking on it once. Adjust the **Volume Control Bar** slowly to increase sound. If using the CD Player or DVD Player application, make sure that the volume controls within the application are not low or muted. If the sound simply won't work, click the **Assistance** button at the top of the screen to request help.

Q. The volume doesn't increase/decrease at the same speed that I move the volume control bar on the MCP and adjusts jerkily. What's wrong?

A. There is a slight delay between the adjustments you make to the sound on the MCP and when the speakers respond. To avoid most problems, adjust the sound slowly.

Desktop

Q. My desktop picture is very distasteful and distracting; what should I do?

A. Right click on the desktop. Choose **Properties**. Under the **Desktop** tab select **(None)** from the scroll box of available desktop options (located at the top of the list). Click **Apply**.

Media Control Panel

Q. The Media Control Panel is not responding. What should I do?

A. Push the **RESTART** button located below the keyboard in the center of the TEC Podium's front Plexiglas panel. Log in again. *Note: Rapid selections on the Media Control Panel confuse signals to the system. Allow each signal a few seconds to process before making another selection to avoid this problem.*

Q. I opened multiple applications and now one of them won't work anymore. How do I fix it?

A. TEC Podiums function best with one application open at a time, and the projector/sound settings are programmed to accommodate the most recently opened application. If the application you would like to use is not working, simply close out of all applications and re-enter only the one you would currently like to use.

Cable TV

Q. What should I do if the projector won't turn off after I exit the application?

A. To exit the Cable TV application, click the **Close** button. Simply clicking the red X in the upper right-hand corner of the window will **NOT** successfully exit the program in this case. If you did click the red X to close, you must re-enter the Cable TV application from the MCP and exit properly, *or* select a new application from the MCP before the projector will turn off.

VCR

Q. What should I do if the projector won't turn off after I exit the application?

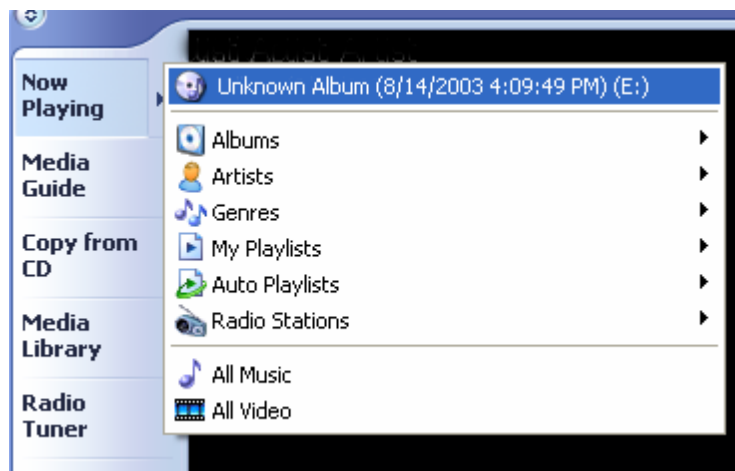
A. To exit the VCR application, click the **Close VCR** button. Simply clicking the red X in the upper right-hand corner of the window will **NOT** successfully exit the program in this case. If you did click the red X to close, you must re-enter the VCR application from the MCP and exit properly, *or* select a new application from the MCP before the projector will turn off.

CD Player

Q. I put my CD in the drive, but when I click the Play button, nothing happens. What should I do?


A. Your CD may not be recognized for a couple of reasons; either the CD Player application doesn't know where to access your CD, or your CD is not compatible with the CD drive. To determine the problem, try performing the following steps:

1. Remove and re-seat the disk in the drive. Try to play the disk again.
2. If a track list still does not appear, click the arrow next to the Now Playing Tab and select the desired CD (in Drive E) from the menu (see below).



3. If you continue to experience difficulties, request help using the **Assistance** button at the top of the desktop screen. *Note: Not all DVD-R or CD-R formats are compatible. Records at 3.95 GB on Mitsui, Pioneer, or Ridata DVD-R for Authoring are rated 98% compatible.*


Q. When I open the CD Player application, it looks completely different from any of the picture examples above. What should I do?

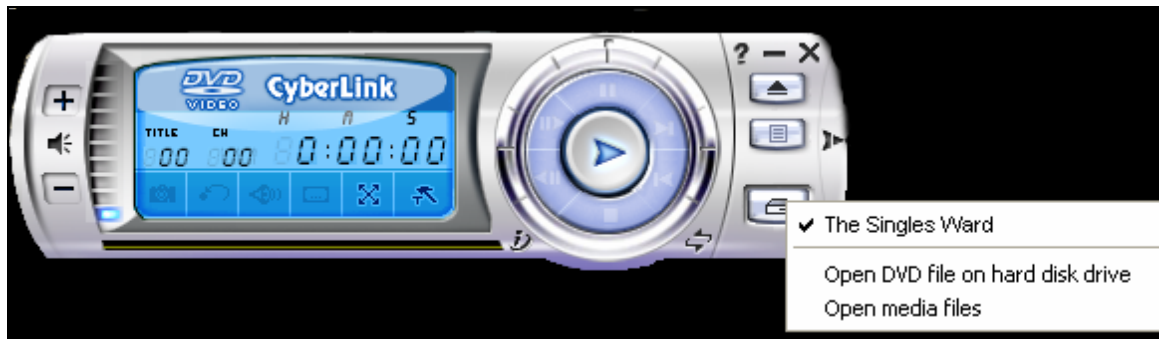
A. *Windows Media Player* offers many different appearance settings called “skins”. A TEC Podium user before you may have changed the Player skin on your computer. Simply find and click the **Return to full mode** button  (color and location vary depending on skin) and your Player skin will return to the default mode you are used to using. Click the **Now Playing** tab to return to the CD player settings.

DVD Player

Q. I put my DVD in the drive, but when I click the Play button, nothing happens. What should I do?

A. Your DVD may not be recognized for a couple of reasons; either the DVD Player application doesn't know where to access your DVD, or your DVD is not compatible with the DVD drive. To determine the problem, try performing the following steps:

1. Remove and re-seat the disk in the drive. Try to play the disk again.
2. On the DVD control panel, click the **Select Source** button  to locate the DVD drive (E Drive) in a small menu. Click the **Play** button.




3. If you continue to experience difficulties, request help using the **Assistance** button at the top of the desktop screen. *Note: Not all DVD-R or CD-R formats are compatible. Records at 3.95 GB on Mitsui, Pioneer, or Ridata DVD-R for Authoring are rated 98% compatible.*

Q. I can hear the DVD, but I can't see the picture. What should I do?

A. If the DVD image goes blank, but the sound continues to play, move the mouse to re-activate the image.

Q. How do I hide the control panel and maximize the movie window to fill the entire screen?

A. Click the **Maximize** button  in the upper-right hand corner of the application window. The picture will fill the entire screen and the control panel will automatically disappear. To unhide the control panel move the mouse until you can see the mouse arrow on the screen and click the picture screen once. To “restore down” (decrease the size of) the picture screen, click twice.

External Computer

Q. What should I do if my equipment isn't working?

A. Disable your screen saver and sleep mode, and plug the laptop into a power source. Check cable connections from the computer to the podium. Make sure they are tight. Toggle function key and monitor key to get an image on both the monitor and screen. Set resolution at 1024X768 and 60 HRTZ.

External Audio/Video Equipment

Q. What should I do if my equipment isn't working?

A. Check and tighten cable connections from the external equipment to the podium. Make sure the power is switched on for each piece of external equipment. Select **External Audio/Video** on the MCP.

Log Out

Q. What should I do if I unable to log out?

A. If you are unable to log out, make sure there are no materials still in the drives and try to log out again, or request technical assistance by clicking the **Assistance** button located at the top of the desktop screen.