

# Technology in the USCSOM-Greenville Classrooms

The purpose of this document is to provide an overview of the types of technology and related issues pertaining to the classrooms in Health Sciences Education Building. For personalized instruction in using any of the features in a particular classroom, please contact the IT Department for a hands-on tutorial well in advance of class.

## Help Desk Info

Hours: Monday-Friday 7:00 AM-5:00 PM

Location: HSEB 1<sup>st</sup> Floor Rotunda, between the front entrance and the Library Commons

Phone: 864-735-7215

Website: <http://grsorghelpdesk.ds.sc.edu> *Note:* Site is only available while on the USC network, or while using your virtual desktop.

Email: [HelpDesk@greenvillemed.sc.edu](mailto:HelpDesk@greenvillemed.sc.edu) (For general IT problems or assistance)

[Requests@greenvillemed.sc.edu](mailto:Requests@greenvillemed.sc.edu) (For requesting new equipment, software, etc.)

Each classroom contains a stand-alone PC or a virtual client. With the latter, signing into your account using your USC network credentials allows you to access your virtual desktop and all of the materials and programs associated with it. Remember to log out before leaving the classroom. The classrooms that contain stand-alone PCs all have the VMware Horizon View Client installed on them, which can also be used to access your virtual desktop.

When **recording lectures**, it is vital to remember to activate the record function before beginning and stop the recording process when finished. Whatever is shown on the screen is what will be recorded. Whatever sound comes in through the microphone is the audio that will be recorded, so it is important to maximize the quality by using the appropriate microphone. Each room contains a wireless lapel mic that should be clipped at the high center of the chest. However, if turning your head or looking down while speaking, the quality of the resulting audio varies widely. For that reason, Countryman mics (that fit over the ear) are preferred. Please check out one from the help desk prior to class.

For presentations that are being recorded, please be sure to include the USC cover slide at the beginning of your presentation (Eric Gregg can provide the slide and additional information if needed). Also, please be sure not to move past the cover slide until after the recording has started. The cover slide contains the course name, date, instructor, etc. which is helpful in determining where the recording should be placed on iTunes U. A recording that does not begin with the cover slide displayed may be delayed in getting posted to iTunes U for student access.

Each room contains a **mouse** that functions both on a smooth surface as well as in the air. To activate the air function, simply hold down the trigger on the underside of the mouse while moving it or clicking its buttons. Releasing the trigger returns the mouse to traditional “smooth surface” mode. If you wish to point to something in your projected slide and want the pointing to show up in the recording, you must use the cursor via the air mouse. That way the image of

the cursor moving and pointing to specific things is captured in the recording. Using a traditional laser pointer results in an image on the screen that is visible to everyone in the room, but that image is not recorded because it is coming from an external source. Please remember to put the mouse back on the charging stand when you are finished.

Would you like to use your iPad as a **remote for advancing your slides**? It's easy to do so with the SlideShow Remote for PowerPoint app. This is a paid app that the IT Department will provide upon request.

**Use clickers in your classes?** Each student has been issued a remote for use with TurningPoint software. To use TurningPoint in your presentations, here is a step-by-step guide:

<http://grsombeta.ds.sc.edu/How%20to%20Use%20Turning%20Point20121022.pdf>

If you use TurningPoint in a room with an actual PC (rather than the virtual client), note that the data downloaded to the PC will be lost after that day, as each PC is restarted nightly. So, if you wish to save the data, copy it that day. If you use the virtual client, the data will be saved to your virtual desktop and this issue does not apply.

Do you **show video in class**? If playing video in full-screen mode from your virtual desktop, you may encounter problems related to the server not having adequate graphics processing capability. However, if you notify the IT Department that you show video in full-screen mode from your virtual desktop, your account will be migrated to the server equipped with extra graphics processing capabilities so that you do not have problems from that point forward.

Please ensure that all **projectors are turned off** when not in use, as these bulbs are very expensive and have limited lifespans.

**Need a cable or adaptor?** Chances are IT has one available for check out.

**Lose something?** At the end of each day each classroom is inspected. If something was left behind at the podium or technology console, it is placed into lost and found, located in the IT office.

If you encounter a problem, please always **report it to the help desk**. The IT department relies on your reports to monitor the proper functioning of all of the features of each classroom.

## Information Specific to Particular Classrooms

### **Rooms 105 and 106**

In these rooms there is the possibility for having up to 12 microphones in stands set up at individual tables. This allows students at those respective tables to be able to contribute to the discussion without passing a single mic around the room. Contact IT prior to class to have these set out and activated.

**First-Floor Lecture Hall (Room 160)**

This room contains a Smart Monitor as well as a Blu-ray player. It also has the capability of two-way distance education. A document camera was previously installed in the lecture hall that could be used to display items up on the screens/displays. It should be replaced in the near future. Please be sure to turn off the main power button on the technology console (Crestron control panel) before leaving the classroom. That one button ensures that everything powers down and the lifespan of expensive bulbs is extended.

**Rooms 371 and 372**

These rooms contain a 5-point microscope connected to the AV system that can be used to display slides on all of the monitors/screens in the room. These rooms are also outfitted with Apple TV, allowing projection of material from your Apple device to the screens in the room via AirPlay. That is, whatever you do on your iPad can be projected to the larger screens. Also, if you log into your virtual desktop on your iPad, the iPad screen becomes a touchpad for the virtual desktop. *Note:* Content displayed using Apple TV or a Mac laptop connected via the VGA or HDMI connections may not show up in a lecture recording due to High-Definition Content Protection (HDCP).

At each student group table there is an access panel, under which there is both a VGA and HDMI cable. These allow a student at each table to plug in a device so that what appears on the screen of the student's device is displayed on the larger screen for that table. From the control console at the front of the room, the instructor can select which source to display on all screens in the room, including the material from one of the student group screens.

**Third-Floor Small Group Rooms**

Use the power button on the wall, near the screen, to power on and off the screen (not the power button on the actual wall-mounted screen). Some of these panels are picky, so be patient and wait a few seconds between attempts.

You can login to your virtual desktop by selecting "PC" on the wall panel. Simply use the wireless mouse and keyboard as you would to login anywhere else.

Using your own device? Down low on the wall near the screen are ports for connecting VGA or HDMI cable so that your device can be connected to the screen on the wall. Lengthy cables are available for checkout from the IT Department.