

Hans W. Klohn Commons 107 Technology Instructions

Please arrive 15-10 minutes early to ensure the technology is set up and working properly before your session begins. If you need assistance please call 648-5855.

Video Conference Between UNBSJ and UNBF

- Tap Creston control to wake it up if it is blank and tap a second time to access the program selection
- Select **VIDEO CONFERENCE**

- The wall mounted screens and Polycom camera will turn on, a menu listing all UNBF Polycom rooms will appear on screen.

- **Use the Polycom remote for the following functions:**

- **To place a call:** the inner row of arrow keys in the large circle are your directional keys. Use them to move around the screen and select the room you wish to call. Once the room is highlighted press the centre circle button on the remote to activate the call.
- **To accept an incoming call:** press the **GREEN** answer button. (Look for the green arrow pointing up at a phone receiver)
- By default microphones are muted when calls are connected, you will see a red microphone image flashing in the lower left corner of the screen as well. To toggle **MUTE** on and off press the button on the remote with the **ORANGE MICROPHONE**.



Content Sharing

- To share content select which computer you are going to use, the **ROOM PC**, or your **LAPTOP**, by tapping the appropriate button on the Creston control. (Cables are provided but depending on your laptop you may need dongles.) Note: the keyboard and mouse for the room PC are located on the pull-out tray under the table.
- Once you have the content up on the computer or laptop and the correct input selected on the Creston control panel use the Polycom remote and press the **CONTENT** button in the upper right-hand corner. Your content will now appear on the screens at both the near and far ends.

- Pressing the **CONTENT** button again will stop content sharing.

]End of Meeting

- At the end of the meeting you can disconnect the call by pressing the **RED** hang-up button, look for a red down arrow and phone receiver on the polycom remote.
- **POWER OFF** on the Crestron control panel. The screens will power off and the camera will go to sleep

To Present Content to the People in the Room Only with no Video Conference:

- Tap Creston control to wake it up if it is blank and tap a second time to access the program selection.
- Select **PRESENTATION**
- Select your **INPUT SOURCE**
 - **MAIN PC** – For using the computer attached to the monitor, mouse and keyboard (you will need to log in with your UNB credentials). Note: the mouse and keyboard are located in the pull-out tray under the table.
 - **LAPTOP** – Connected your laptop to the video cables built into the table cubby (depending on your laptop you may need additional dongles)
 - **DVD** – The DVD player is located in the wooden cabinet at the front of the room
 - **VCR** – The VCR is located in the wooden cabinet at the front of the room
 - **BLACK SCREEN** – Allows you to temporarily black out the screens while you continue to work on your computer. Do not leave the system in BLACK SCREEN mode for long periods of time as this will cause unnecessary wear on the equipment.
- Once your content is being displayed you can adjust your volume, if required, using the panel on your right.
- When finished please tap the POWER button on the Creston Control panel to power off the screens.
- If you are using the room PC please re-start the computer to ensure you are completely logged out.



Audio Conference Call Instructions

- To accept an incoming call press the ANSWER button.
- To make an outgoing call:
 - For UNB numbers enter the last 4 digits of the number, press DIAL
 - For local numbers enter 9 and the 7-digit number, press DIAL
 - For long distance numbers enter 9 and 1 then the 10 digit number, press DIAL
- To disconnect a call press END CALL

UNB, Saint John Conference Room Telephone Numbers

Canadian River's Institute (CRI) 231	(506) 648-5518
Hans W. Klohn Commons (HWKC) 107	(506) 648-5936
K.C. Irving Hall (KCI) 215	(506) 648-2301
Philip Oland Hall (OH) 120	(506) 648-5564
Philip Oland Hall (OH) 203	(506) 648-5996
Philip Oland Hall (OH) 212B	(506) 648-5801

Trouble Shooting

Crestron not Responding

On occasion the system is not powered off at the end of a session and the system goes to sleep with the screens still on. If you discover the screens on please power off the system and wait 30 seconds before selecting Presentation or Video Conference mode on the Crestron Controller. Once powered off it needs a few seconds to shut down before it responds to commands again.

Cannot hear people on far end

- Confirm that far end does not have their mics muted.
- Adjust **FAR END VOLUME** on the Crestron Control panel, be sure **MUTE** is not selected

Far end cannot hear you

- Confirm your mics are not muted, look for the red flashing mic in the bottom left corner of the screen, and press the **ORANGE** mute button on the Polycom remote.
- Ensure the **PRIVACY** button on the Crestron control panel is not highlighted in yellow. If it is press it to turn off **PRIVACY**

Personal Laptop is not displaying on screens

- Confirm all cables are properly connected
- Confirm **LAPTOP** is selected on the Crestron control panel
- The display settings on your computer may need to be adjusted to **MIRROR** or **DUPLICATE**

Room PC is not on

- The PC is located in the cabinet in the front of the room. Find the unit marked **DELL** and press the power button

Wall mounted screens will not power on

- Press the **POWER OFF** button on the Crestron wait 30 seconds and press the **PRESENTATION** or **VIDEO CONFERENCE** button again.

FOR ASSISTANCE PLEASE CALL 648-5855.