

Welcome to the business office. Open Office training this this week's session is on using conference rooms and MLFTC can see go ahead and 00:00

Try 00:32

And do that and I can see them so 00:34

Out there. 00:37

Okay. 00:25

Some of the things that we're going to discuss today is identifying the best room that fits your needs, for it is that you're wanting to do trying to do. We'll talk a little bit about the available technologies in those rooms. 00:28

What's there were a little bit about how to use them. And then some 00:40

Troubleshooting common issues to get your meeting back on track. So there are things that happen as experienced this morning. Sometimes that means 00:45

In the room you're in. If you can get the audio to work. You can go to a phone. So if somebody 0:57

In most of the rooms have a phone in the room that you could utilize for that, unfortunately, the dean's office suite is where the one that we're using today and it actually doesn't have 01:01

Another phone in there that we can utilize for that. It's all patched in to the piece that broke and so we still have 01:15

Work that we need to do in that office to to get that to work. Somebody was able to successfully use it yesterday. So we thought, smooth sail will be just fine. But unfortunately that didn't work out so 01:23

Without further ado, let's jump right in and start talking about the different rooms that we have restart over Farmer and Farmer 425 01:36

This room. It's one of our smallest conference rooms that has 01:46

That has a TV has a computer and has all the devices to be able to have video conferencing it seats, about five people around the table or two extra chairs in there. 01:52

A little bit less comfy but seating surfaces. Nevertheless, you could have more people in there. If you wanted to happen stand or sit on the floor. So before, but 02:04

It's always nice to have a chair sitting so there is a boardroom conference table. There's a network connected 02:18

Computer it sits on the back of the TV where most of most of them sit, and we'll take a look at that. I was hoping I was going to be able to hook up a camera to be able to show it on the screen so you can see it everybody else can see it, but unfortunately that didn't work out. 02:26

But 02:39

I'll kind of show you where it is and describe to others where where they can find it, but a network connected computer 02:42

There's a 55 inch TV monitor in this room. There's a whiteboard on the opposite wall of the TV. There is a conference phone, the number is listed there. 02:48

03:00

And there's a Logitech webcam for video conferencing, which is just like the one that we have
03:06

Sitting in front of us. It's a little bit different than the one you have that you're looking at out in Tempe, or if
there's anybody out in poly
03:18

Yours is a little different, as well. And then the Quatros speaker and microphone, which is sitting right here in
the middle. There's one of those at that location 425 as well.
03:28

So hopefully you can see what I was pointing to.
03:34

There in Tempe.
03:37

And I'll show you a close up of what looks like a little bit later. So that's 425
03:44

This is 312 very similar setup a little bit larger room.
3.49

It will see nine people around the table for extra chairs boardroom conference table network connected
computer 55 inch TV monitor whiteboard.
03:57

Conference Room phone numbers there Logitech webcam and control speaker microphone so as we go
through this, you'll notice a lot of similarities in the setup. So this is the back of the room. This is the front of
room whiteboard is over on the side for this particular one.
4.14

This is farmer ED 308 a little bit larger room. It can see around 10 people at the table or eight extra chairs in
that room, you can actually
04:28

seat quite a few more in there.
04:32

If needed,
04:35

There is a boardroom conference table that is quite large.
04:38

And there's network connected computer five inch monitor all the same amenities as the other ones had this
particular whiteboard though rolls around, so you can move it in and out to different places.
4.53

It's a little bit cumbersome to do that. So if you do move it Do make sure that gets put back in place for any of
those
05:05

So this is farmer ed on the bottom floor 146 it's next to the knighted lab itself seats nine
05:13

People around the table. I think you could probably comfortably squeeze a few more than that. There are 18
extra chairs in there. So you have a balcony, so everybody can be around in some of the larger meetings
that you might have could be in this space.
05:33

It has a large conference table quarter conference table the TV that is in there is also 55 inch, it's going to
network connected computer just like the rest of these. So, it supports zoom, just like the others will do as well
has a conference phone
05:52

Then has a Logitech webcam and the court and quatro for speaker and microphone.
5.58

We're going to move over up to the north, and that is Payne. We've recently taken over some of those
conference room spaces that are that are available in Payne. This would use.129
06:15

Because you've been in meetings in this one or this is a larger room. It has to workshop style tables that can be
moved around setup.

As you meet them for your sessions in the back of the room there's kind of a shelf. 06:27

Step up that there are three round tables and then back behind there is a cabinet with a counter top on it. A lot of times for this setup back there. And so this is a nice kind of small. 06:30

venue for that's not really necessarily a conference room. It's more of a kind of a larger meeting space, but a smaller conference type of environment. Yes. 6.50

For room like this. Do you use the tables herself or D request that 07:02

You could probably put in her Cooper request to have it moved 07:22

That would likely go to 07:11

Start with the dean's office, then they will direct you on on where we would need to go with that request for sure. 07:19

In the mirror student workers that maybe we go over and set that room up in and help out with that. 07:28

Side note on that current room right now uses a classroom or the study project. So it's really offline as a conference room, but eventually eventually we'll be back. So some of the amenities that make this unique is obviously the seating areas, but also there's an 85 inch TV. 07:35

It has HDMI and wireless it's HDMI display. 8.00

There is a sound system in there. There's blue tooth capable, so you can play music with your device as long as it has Bluetooth. 08:06

Capabilities there is a wireless handheld microphone and level error in that room that you can utilize as well and this 08:17

So you can fill that room with sound pretty easily. There's also a portable whiteboard and kind of see it. See it off to the right side over there. 08:29

Right up here. That's the whiteboard. 08:39

Just across the hall. So this is both of these rooms on the west side of Payne. 08:43

And this would be just across the hall from 129 it's 132 seats 10 people around the table. Every time I go over there. This point is physically locked and you'll need a key to get into that. So make those arrangements, again, that will likely be with the 08:53

dean's office Lori can can help you out and you work, who will come over and assist in 9.11

In providing access to that room. There is a network connected computer again behind the 9.19

TV and there are whiteboards kind of located around the room and think there's one kind of in the back corner that will roll around as well. 9.28

There's a Logitech webcam and quatro speakers. Moving over to the east side of Payne. These are kind of in that middle section as you walk in that front door, the first floor. 9.38

In 103 9.51

9.55

Which is 9:58

Oh, good. You found it. That's a good way to do it. Thank you. 10:03

So in this one, one of the three seats 10 people there's a boardroom conference table. There's network connected computer. There's a conference phone and portable whiteboard. 10:18

107 little bit larger room and a seat 14 people around the table. There's a boardroom conference table the network connected computer you can read all of that pretty well. There is a portable whiteboard in the room. 10:32

And then the Logitech webcam for video conferencing does both audio and video for 10:40

For that room. It doesn't have the Quatro setup. 10:47

So, 10:49

The. This one is also in pain Hall. This is a seminar room. It is Ed be one on one. It is to the left as you walk in that bottom door from the breezeway 11:00

It is, I think they use this one for classes as well. It is probably not one that is that you can check out but 11:12

Wanted to go ahead included in here. It has a TV that is on the wall. I don't know if it's still there or not. I haven't been over there and checked it recently. 11:20

But there has been a TV on a cart with the meetup camera that has been put into that room and that is that's the one that is used for that room so 11:38

If you go in there and you're trying to get the one that's on the wall to work, probably not the best option. Look for the 65 inch TV on the cart and it'll, it'll do what you need it to do. 11:53

And it's got the Logitech meetup webcam. Look, look at what that looks like here in a minute, but it has the webcam. It has the speaker and it has the microphone all contained in one place. 12:08

coming over here to West where we have majority of people join the session today buffalo is 211 is downstairs and second floor it seats 11 around the table, plus it has three extra chairs. 12:25

We have had the carpet replace that room, so we don't have the tape any longer. 12:30

It has the boardroom conference table has network connected 12:34

Computer to five inch TV monitor, whiteboard, Logitech and quatro 12:41

And then we have Anasazi, which is 210 it sees 18 people. It has a workshop style tables or type tables. I've seen this room set in many different configurations, but 12:59

Usually I think they try to leave it in this type of configuration to support video conferencing is something needs to happen. Most of the stuff is set up on the credenza in that room. So you have to go grab that and put to the table. 13:12

Like keyboard, mouse in those devices. 13:17

But I think 13:23

You should be for you may be able to pull the Quatro over to the table. 13:29

And so that would support a little bit better audio in the room, and then the Avaya phone that is in there. The same thing goes for that. 13:44

One that many may not know is there is fab in 280 which is just off of the stairwell on the north side of the second floor in 13:55

I'll say on the backside of building so 14:00

It's kind of tucked away in a corner so it seats eight around the table plus three extra chairs that has the boardroom conference table. 14:08

Network connected computer 65 inch TV and monitor on a cart. There's a white board to the side. It's actually in the back of the room. And then it also has the Logitech Meetup. What can speaker microphone for your conferencing. 14:26

The devices, you'll find are on the table for the most part, there is a credenza over there. There's an old TV with a VCR and DVD, you probably don't want to use that 14:40

But I just mentioned it because it's their 14:45

Fab 302. It is the smaller of the two conference rooms on the third floor at the West Campus and fab. It has 14:56

10 seats around the table. There's one extra chair in the room, so you can probably kind of squeeze together in there and get everybody at the table. 15:06

Again, it's got the 15:08

conference table. It's got a 55 inch monitor. Excuse me. It's got a whiteboard. 15:16

And the Logitech webcam and Quatro nice little amenity on this one is that it has turtle eggs turtle head and tail. 15:25

That somebody is taped on there. We asked him not to do that to all the quadrants, but we leave that just for fun. 15:35

So 318 the room that we're actually in. Now you can kind of see the devices that are in here. 15:40

You see the 15:43

The TV in front of us 55 but it looks a little bit bigger. To me whiteboard. 15:50

The back of us, plus it has a purple whiteboard and some chart paper for your use. 15:58

There's a webcam. There's a Logitech webcam and we have the Quattro which is here in the room. 16:09

So Sanca is our one poly conference room. I don't have a picture of the actual TV and set up. But one of the things that I'll show you in a little bit. 16:28

Be able to see is there is to that little kind of tell wire that running on the table. There's a little speaker that connects to the 16:38

To the Logitech meetup webcam and that speaker allows you to set that on the conference table. So, it picks up all the conversation that is happening. 16:50

So with that, we're going to jump into talking about the devices that we find in the rooms. Before we do that, are there any questions about what we talked about in all the different cultures that we went over. Yes. 17:05

For for this room at 318 West, it needs to be considered the deans conference room and permission to use it is is that changing 17:20

I believe it is 17:24

I've not heard that you have to have special permission to use it. So I would continue to operate as you've operated in the past, until you hear differently, but 17:36

I've been able to schedule it but I may have privileges that understand. So I do know that marketing uses it from time to time and others use it from time to time. I don't know if you're getting 17:50

special permission to use it. So, 17:54

So if you've been using a process continue to use that same process. Okay. 17:58

Was that for clear as mud. 18:04

Checking okay for marketing. 18:07

Okay, so I checked with 18:10

Jan or the deans assistant. Okay. And make sure that the team will be here that perfect or I'll continue to do that or continue to do that everybody else knows that that's the way it is. 18:22

And I also didn't put in the in the conference rooms listings that I went over the Dean's suite which is 402 18:30

And for that same sort of reason because they 18:38

They kind of control that room and use that room. So if you really need to use that room check in with with Lori at the front desk, she can assist you. 18:48

If need be 18:51

So do have any questions out there from Tempe. 18:58

And so, I'm sorry. Hold on a second. 19:03

Had to get my headphones. My only question is, I missed a few slides earlier on. Did you say that you are going to send out the slides and the recording later. 19:10

They will be available later. 19:14

But yes, it will be made available. 19:17

Okay, great. Thank you. 19:19

Absolutely. 19:20

Alright, so any other questions before we move on. 19:27

All right, great. Let's dive into the technologies that are available. So these are the telephones, the conference room telephones, that that you're going to see

And 19:35

There are different ones in different places and they they being 19:38

technical team that works with the televisions telephones, they will change those out periodically. We're not always informed of that we try to stay on top of it, but right now. The rooms that we have available. These are the types of phones that will be in there. The lower left side is the 19:43

I Don't have the numbers around think that really matters to you. There's a link to download information on that phone if you need to know how to use it, but 20:08

We all pretty much know how to use phones. And so they've been around for a long time. One of the things with the one of the left. It has a screen, rather than having physical buttons so you'll need to just tap that screen and it will awaken and you'll be able to 20:19

To find the dial pad in those types of things. So you can get through and get moving. 20:38

The one in the middle is another avaya phone conference phone. It's an earlier model. It actually has the physical keys on it so 20:45

And you can see some of the things that you can do. You can call you can hang up. You can raise the volume or lower the volume. 20:55

You can mute the phone if you do mute the phone that there are lights on the side that will light up and let you know that the phone is muted so that you're not talking 21:03

Just to yourselves in the room or you know you're talking just to yourself to the group. So that gives you clear and concise confirmation of that. 21:16

And then 21:27

All the rest of the buttons are fairly self explanatory. 21:30

And 21:34

And you can 21:37

You can call out from this basically it's a telephone that has speakers that everybody can hear. So just use it as that. I think it'll be in good shape. 21:43

The Cisco conference phone very much 21:50

Well, I'll say it's not altogether dissimilar from the other two just has a kind of a different layout different platform on what it looks like. 21:54

The little rocker pad that you see there allows you to move through different menus to get to what you mean. 22:04

That is that on the Avaya phones by hitting the Settings button universal cog icon that's used for settings. 22:10

So you'll be able to, if you need to do anything to settings. That's what you hit, but we'd asked you not to play around with those too much because those settings are what allows it to connect to the network. 22:20

So there may be some things in there that if you were to change them would keep the phone from working so 22:33

22:41

Usually that have those blocks so it shouldn't be a problem. 222:47

But these links that are on here. 22:51

Anytime there's a space between and there's an underlying, by the way, those will be 23:56

make this available later on. So you'll be able to click on those and go out to books on what 23:07

We call those books the manuals, the model manual. So thank you for that word. It was escaping me 23:16

Alright, so that's kind of the telephone side, these are the devices that we use for for the cameras, as well as the audio. So the video and audio both come through this 23:30

So when you're selecting from your devices in, zoom, you're looking for these different device that are in the room. So that's why it's important to kind of know the names of them the Logitech conference cam, it has both the camera for the video. It also has speakers in it. 23:51

So if you wanted to use the speakers of that you could. So that's an option, but 23:58

It sits out there further away. So it doesn't pick voices up that are at this end of the table. So that's why we have the Quatro 24:07

Quatro is just a speaker and microphone. It allows so in zoom you would go in for the speaker and microphone, you would select Quatro so I'll show you. And unfortunately, you're not going to be able to see this out in Tempe, sorry. 24:24

But if I 24:27

Hover over either the down arrow, if it's up top or the up arrow. If it's down the bottom if I hover over that I see the microphone that is selected is the pH and x which is Phoenix. 24:39

Quatro three that is this device that's what we have selected for our microphone and also we have that selected for our speaker. 24:48

And 24:50

If those two are not working, there may be an option to use the Logitech 24:58

As well so you can select that. 25:01

And then this guy down here. This is on all of the portable carts that we have this is in the Dean's conference room. It is the meetup camera as a speaker and microphone. 25:15

And and the camera built in. 25:18

So it does a really nice job of filling the room sound in picking up all the sounding cancelling out the echo. So all of these devices have special 25:31

Tools within them that help to minimize ECHO and keep that out of the room. One of the issues that we do have from time to time is somebody will have a laptop in a room, they'll have it on 25:43

And I'm glad you have your headphones on out in Tempe, because if you didn't. If you just had your speaker on with what was in the room, we may and your microphone on. We may end up with some echo in the room if everybody else is hearing echo, but you're not 25:03

The issue is likely you so make sure you mute some things mute your microphone first
26:08

And or mute your speakers and then start turning things back on until you find the echo in turn that thing off
and see if you can get around it another way.
26:25

So these are the different remotes that go with a couple of those devices. The one on the left goes with the
camera.
26:34

That we're shooting with which is the
26:38

The Logitech conference camera and then the one on the right, goes with the meetup, which is that long skinny
one with the camera in the middle, which is the one that is out in the Dean's suite.
26:52

That little so these will allow you to zoom in or zoom out. If I had that little device in it, haven't walked out of
here. I would be able to show you what that would do. But basically, it will also allow you to adjust up and
down, so
27:12

Sorry, I'm going to do this to you, but I just need to kind of show you so
27:16

I can zoom out.
27:29

Zoom.
27:31

Zooming in now.
27:34

And zoom out.
27:37

So if you are ever in the room. And it's kind of
27:43

Not able to see people in the crowd. You're only able to see people that that may be that it's pointed up to I
want to hear it was way, way up. And so there are buttons, that'll allow you to adjust the angle of the camera.
28:00

So you can get everybody in
28:03

Or picture. So, and that is simply by adjusting those titles switches. So there's one that goes up, it goes down.
There's when it goes left and one that goes right. So I think that you can pretty well figure that out. There's also
volume buttons on there.
28:19

So for the most part, you're not going to mess with that because you're not using that as your speaker.
28:25

Or your microphone.
28:27

But the Quattro is for all of that information comes up and those are directly on the device itself.
28:35

Like what likewise the same kinds of things happen over here, this is just kind of the normal over the new
version of what that looks like. And it's just around pad of the outside of it that you can rock her back and forth
and pan and tilt up and down the middle one is
28:55

A home button and that'll take it back to the default site. Okay, so there are two buttons on that particular
device that one and then this one of the outer circle.
29:11

Well it's a lot of wild images up there.
29:15

And I'm going to move this a little more. Otherwise, we can see
29:20

So when you come into a conference room. 29:24

There. So things that you need to do to kind of get it ready to move forward. 29:29

First thing starts with this insanity of device to power on the TV. The computer is is on and it stays on. It does a restart it night. 29:42

To kind of wipe everything and put it back into yes 29:50

We my team has gone into the conference rooms and I'm guessing that people use to shut down. Yes, sign off, it actually shows off back in back of the TV. Yeah. 30:00

We're gonna be talking about just a little bit, but yes. So it's important not to turn the computer off when you leave. 30:09

You can do you do a log off or if you want to do a restart so life's all your stuff off. That's okay. But make sure it comes back up before you leave the room because if it doesn't come back up. You need to let somebody know 30:23

And so that we can get in there and figure out why didn't they come back up and we do restart again. But these are some of the different things that are up there. 30:33

And that are in the room because 30:38

So there are, there's a keyboard, you're going to find many different types of keyboards in the room, but I'll let you know that the on and off is right here, the top for these that are 30:51

That are the solar charged once and you need to slip that on to on from off and then also the mouse need to check and make sure that is also on 31:05

Some of the other keyboards have the the power on the upper edge of on the back of the keyboard. So just be aware of that. 31:15

An indication that the TV is on is that little arrow. You can see it on our TV. I don't think you can see it out there in Tempe, but you see it kind of boxed they're not in case the TV power is on. So if you have a blank screen, we'll talk about what to do about that. 31:34

On the remote control whatever control you have. There are a couple of buttons you need to know about. That's the power and the input the input. 31:45

You'll need to use to make sure you're on the proper device for the input into the TV. So if you're using 31:53

Any of the equipment on the table could plugging into a laptop, the need to change the input. If you're using the onboard computer that is behind the TV, you're going to change to the desktop option so that that to that computer will display. 32:09

So if the remote some how goes missing the last people through that into the bag is they were collecting everything. And they walked off with it. 32:21

We'll go looking for it, please let us know it's missing, but over the left hand side of the TV on the edge there are power buttons and input buttons over there. So you're not completely lost if you don't have them about. Okay. 32:35

Also, if you look on the top right, there's a power button for the computer. The computer sits right back here 32:45

This is what I'm talking to us and channel didn't work, but it sits right right here and there's a little box that looks just like this.

32:58

That that inside of that come up on the type of it is there are little lights. If that computers on green and they'll be

33:22

They'll be showing you'll be able to see if it's turned on. If those are not on. There's a little red round button right on the edge of that you just push that and it'll cycle, the computer on

33:23

So before we go on have everybody take a look at that.

33:29

And out in Tempe. I don't think we have the option to be able to show you that out there, but next time you're at one of the other conference rooms, take a look and see if you can find that just so you're aware of that and know where it is.

33:41

Also just below that there is a USB hub and you can put in a USB drive into that if you have a presentation that is connected to the computer and so it will it will read that just like it does on your desktop computer or your laptop or whatever you're using in your office.

34:06

So just a few more shots. Some some of the different devices you might encounter this is that keyboard that has the power button up on the upper edge, this mouse.

34:20

Has the power button on the underside, but it's in a different location. You see the meetup remote there. This is one of the Samsung remotes this home button is what you use to get to the menu to allow you to get to the input.

34:36

So you'll have to use your arrow keys or your other keys that are on that to get to the input to be able to select that.

34:45

So use she's that rocker button to get to where you need to go.

34:50

On the table itself. There are some so if you don't want to use the onboard computer, you want to use your laptop. There are tables and there are also adapters that will fit.

35:05

Pretty much any of the computers that we have

35:09

Available that we provide.

35:12

To our staff and faculty

35:15

And we're hoping that it will fit the needs and most of the people that show up if you have a guest that comes in as well.

35:22

And all of those all of the adapters connect to the HDMI cable. We need to make sure that that gets plugged in and you see up here in the box. That's what is highlighted. We also have

35:35

The VGA cable that you can utilize as well that goes into the PC as well so

35:44

That actually goes into that goes into your old device but it goes into the display. Yes, I'm not going to guarantee that those are all going to work. Yeah. Okay. All right. So I say HDMI. And there's VGA option.

36:06

For connecting

36:08

The HDMI to VGA of that's necessary. And that's primarily because we combine those dongle rings those adapter rings in every single room to make it more streaming. Perfect.

All right. 36:22

36:25

So let's talk a little bit. Are there any questions. Are there any other devices that you see in the rooms that you don't that I didn't cover it talk about or you'd like to know a little bit about. Yes. 36:38

Cameras 36:40

Image of the room, I'm in it is blurry to the other people. So they're like oh focus in on your side, like, is it really a problem with how the cameras focusing in the room, I'm in or 36:56

Like how do you make the picture clearer. Yeah. Is that something that's on the remote or is that somewhere else to the picture yeah there couple of things. One, we need to know about those 37:09

If you're having that issue to one of the things you might want to do is 37:14

If it's one of the meetup cameras might want to choose to zoom in a little bit more into where you're sitting, that may help because the further out, it is different lighting and different things kind of obscure the image of it. 37:31

So that's one of the things that can be done. 37:35

The 37:37

So, the biggest, most important thing is it is letting us know where those issues exist, and we'll try to see we get that resolved is that in 280 is that where it was or other places, yes, that's one of them, it's not consistently blurry okay so well. The other thing is 38:03

How the network is behaving on that day so anytime you're using zoom or another video conferencing tool. 38:13

It will 38:15

Reduce the size of what it's any number of packets that setting. How is sending that out and to what the network can handle and what will produce the best 38:26

clearest image on the other side. So there is the possibility that it's network related. It has nothing to do with the equipment and that's in the meetings and in farmer 146 that's what the current blurry. Okay. And so it's like 38:45

We're told that you're in. 38:50

Yeah, so trying to figure out when you get a class to clarify video feed how 38:58

And I think most of the options. I don't think there's really much of an option to focus 39:07

Is most of those are autofocus there may be something like the front of the table that is picking up, you might want to move that around. It's why I said try zooming in tell you 39:17

I'm wondering if we need to go around and you clean the lenses that particular model that is the primary model in those rooms so as 39:28

Work has been done, or as people have asked by if they touched that 39:32

Lens that's going to put a fingerprint of everything else on it. So that's something to look at. I'm not going to guarantee that's going to 39:37

Help, but that is something that we could think of doing as well. It could be just dust gets on those as well. So that's the other thing.

39:47

And some of those are getting aged well and you know those cameras have been placed those conference rooms at 146 typically most of the ones here in fab and farmer, were done all at the same time. And those are going to date back to

40:05

2014 early 2015 ish. So some of the equipment is getting aged in there as well so

40:12

We might also be able to look

40:15

At something as well just lighting.

40:19

Lighting does impacted. So if the room isn't lit

40:25

That can have an impact if the lights are shining on an object that is a near the camera.

40:33

And it's reflecting toward the camera that will have an impact. So moving some of those objects in the room around and having asking people to do that on the other side. If you're seeing something that looks like maybe it's causing a blur

40:46

it's wise to kind of test those things. It's good to kind of test the room and figure out what's in the room that might be causing the issue before you start monkeying around with any settings or anything else, because

41:01

Once you start monkeying around with settings. It's hard to get those back. But if you do something in the room that changes that it

41:07

You solve the issue without changing any of the settings so that's good to keep in mind, natural light can also play into that and farmer 146 the camera is actually pointing to the windows that are in that room. So we need to test in there to see blinds up blinds down. Same way that

41:28

280 has that natural light, and those have big windows in there, so natural lighting plays a big role

41:36

So panning away from that like in 280

41:40

You can have people sit on the east side of that table and then pan the camera around pick you up on that side maybe do some of that. So there are some things to play with and see if it will work.

41:57

I'm not promising. It's always going to resolve the issue, but those are some things to try. So, so it could probably walk into the conference room. I'm sorry, I'm going on to the next piece.

42:10

Walked into the to a conference room and the display the TV is blank or it's black.

42:19

After

42:21

You know I grab the the mouse and grab the keyboard.

42:26

And I turned. Well, first step I'm going to make sure that I've powered it on next step would be if that doesn't do it.

42:37

You might want to check and see and these may be out of order. You might want to check and see if the input is correct.

42:47

Go around and check for those green lights to see if you find the green lights on the side of those green lights or not they're reaching up in pushing the power button on the computer will

Launch it up into its startup process. And turn, the computer on. So I've got a couple of little arrows that you see before we leave here today. 42:57

If you've not seen where those are. I want you to take a look at that on stick around and we can talk a little, a little bit about that and show you what's there. 43:07

But if you see the green lights just continue on to the next step. And really, that is 43:17

Making sure that 43:24

The proper input selected on 43:28

On the TV, and for the most part, that is going to be desktop is what you want to select if you're plugging into the table, you're going to want to select 43:31

This 43:44

Table HDMI is what you're going to want to go with 43:50

So we'll go with that for now. 43:54

But check the inputs and roll through those until you have a successful connection. 43:56

The 44:06

keyboard, mouse aren't working. We've talked about this a number of different times, you need to check and make sure the powers on on those 44:07

After you've power them off, they're still not working. It may be might 44:15

It may be that it needs batteries. So you might check with somebody, real quick to see if you can get the batteries. 44:22

The, the other thing, and hopefully somebody hasn't done. It is the little Bluetooth adapters for these might be 44:31

Unplugged slightly unplugged or or taken out completely in this room. You can see them actually plugged in to the device to the USB ports on the right. 44:42

If the mouse happens to be jumpy, or it's hard to move, you can try. Putting a piece of paper or a 44:58

A kind of a either more or less reflective consistent colored something under a piece of paper or back of a notebook or something like that. It is not highly reflective, that will help out. 45:07

Lots of arrows and fun things on this one. So if your sound is not working. There are a few things you 45:24

You can do to to check that out if you're on zoom, which mostly that's when you're going to recognize it. There are a few things to check 45:32

We need to check and see if the zoom microphone is on mute. In this particular instance, you see the red line through it and that means it's muted. So you would go in and select that either the up arrow or the down arrow, depending on where 45:43

where your bar is and then you need to select quite true for your microphone and electro for the speaker. If you're in a room that has the Quattro 46:00

46:13
And if you're in the one of the rooms that has the meetup, you'll need to select Logitech meetup as your option.
46:24
The that should resolve the issue of it doesn't
46:27
So there. There are a couple of different options there. If that doesn't resolve the issue we're going to look at
our from the little Quattro here it has buttons.
46:39
If the button happens to be flashing. That means it's on mute. So you just need to push it.
46:45
To see to unmuted. If it is dark in there are no blue lights on it, you can push that middle button with the
Speaker button and hold it for about three seconds, and it should come on. If it doesn't come on then gently
turn it over and make sure the USB cable is connected to it.
47:10
And then if everything looks good there.
47:16
Might want to let us know, or let somebody know it may be a connection to the to the computer in the back.
That is kind of hard to get to and difficult to adjust. So, but it's likely that
47:30
That has become undone. If you don't get any blue lights on. There are the devices just kaput
47:37
So we'll make that determination sitting there resolved if you let us know.
47:43
If all else fails,
47:45
And one that Kelly mentioned to me this morning, when we were trying to troubleshoot two teams. So is it
somebody tried turning off the computer and turning it back on again.
47:59
That is go through the shutdown process or just do a restart on the machine and bring it back up and see if that
makes a difference.
48:07
Obviously if you come in two minutes before your meeting starts
48:12
That
48:13
It makes this kind of a frantic time and you get your likelihood of getting really anxious and upset are much
higher so
48:22
So if you are able to get in there a little bit early, just to kind of make sure everything's running and
troubleshoot all the different things that might be going wrong. That would be tremendously helpful to keep
your blood pressure down and make it a happier day
48:46
See
48:49
The other thing is none of that is working, but you've got zoom up and you can hear you can't hear you. They
can't hear you either one or
49:01
The other option is to use the telephone. Excuse me. The other option is used to telephone to call the zoom
line.
49:09
And use that as your audio.
49:14
So,
49:16
I think that's an option that we often forget about

And 49:19

Out in Tempe today 49:21

She was wise enough just plot or laptop. She's the one that made it to the meeting. So she just joined the zoom call somebody provided the number to her. She joined and she was able to do that. You could do that in a meeting. If you had to and use that as your audio. 49:24

If you needed to do that and connect that way. 49:43

So there are many different options that we can utilize as far as so 49:47

Being at ASU. We're very innovative, we can come up with those kinds of troubleshooting options and and all that and innovate and make it work. So you guys are very smart can make that happen. 49:55

How do you call Zoom again? So there's a number, if, if the person who set up the meeting selected to 50:07

What is it video conference and phone, it will give a phone number for that meeting, so you'll be able to call into that meeting 50:18

And it may require you to do a quick re 50:30

To to share out another zoom meeting didn't have remember it, but you can. That's something you can do kind of on the fly as a troubleshooting option. 50:35

So any questions on troubleshooting. Any other thoughts or options or anything else you think we ought to talk about your trouble that comes up in a meeting and then who supplies batteries for the mouse and keyboard. 50:47

Where we get those if we need to replace batteries. You can check in with us or if not available, usually the person at the front desk will have something available. 51:04

And 51:12

And can replace them in the moment and get that taken care of for you so 51:16

Downstairs here at West, it would be Leslie upstairs, I presume, it would be you. I saw you shaking your head in the affirmative, that you do have batteries and can replace them. So thank you very much. Appreciate that. 51:22

And then out in Tempe, that would be either call the dean's office or sending somebody down there to check with Lori one of the student workers should be able to come and take care of that for you. So, good question. Other questions. 51:33

Before we move on to this next piece. All right, so how do we leave the room when I came in. 51:50

Well if it was in perfect and wonderful shape when you walked in, leave it the same way if it wasn't in perfect shape when you walked in, don't leave at the same right fix it to how it would be nice for somebody to walk into if they're starting a meeting. 51:58

I always like to say be considered of those who are coming after you. 52:14

And leave it in a way that you would want it to you would want to find it. If you're coming in to start a meeting 52:20

So typically what we try to do is have the keyboard and mouse. 52:26

52:31

Set right next to one another with the remote either across the top of that site it somewhere in that general vicinity, all those tools that you need to use 52:42

And function with for the session. You want to have those there. If you have done anything strange or different with the different devices on the table. 52:54

Make sure that they are set up in kind of this current array which is kind of cables in the middle, quatro we shouldn't be moving that around because if you do, it's going to get unplugged but if it does get unplugged, let us know, or go ahead and try plugging that back in 53:19

If you had to move the phone for some reason or another. Please don't. But if it didn't happen. Try to get that put back into place. So it's not an issue for the next person that comes up. 53:29

As, as mentioned earlier in the session. Do not shut the computer down and leave it shut down. Now if you want to restart the computer so it wipes all of your stuff. 53:40

Out that you had put on there that is fine, but stay in the room until it comes back up so that so that it doesn't stall in the process of restarting and hangs up in it's in a in bad shape for the next person that comes in. 54:00

So do make sure that it comes back up. The other option is just to log off if you didn't really store anything 54:08

It is not going to you're going to make sure that you log out of zoom you log out of any of those kinds of things that you've been using while you're in there. Also, make sure you log off of the computer when you finish up. 54:21

I said in there. Restart the computer if necessary. If you want to make sure everything's wiped off. Also, if you use the USB of any sort. 54:30

You had that plugged in, so that you can do your presentation off of that want to make sure that you 54:41

Take that off appropriately clicking on that little arrow down below, and then clicking to eject it, making sure that it's removed. 54:53

Properly and then everybody's keyboards, mice cables in those kinds of things, make sure that they're set up in the proper locations and then tables, chairs lights doors, etc. Make sure those are all kind of put back into place and as tidy as as possible. 55:16

And 55:17

I'm assuming you would turn off like a keyboard and a mouse. Yeah. 55:22

It's not going to consume a lot 55:26

Of energy, it does cause people some issues when they come in the room, and they're not on everybody who's come to that you can keep it on unless you know the people that are coming in to the next meeting, you can turn it off and say, hey, I turned the mouse off from the 55:44

Keyboard off but 55:48

I think more and more people are becoming aware to check that and and but go ahead and leave them on. 55:59

Do you have questions. Are there any issues that you've run into that you want to talk through 56:05

All right. Well, thank you all very much. Really appreciate you come out and hopefully it was helpful. Yeah, absolutely. If you have questions let me know 56:15

Thank you.