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TROUBLESHOOTING GUIDE

BL 116

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About BL 116

BL 116 does not belong to LSM, but we assist with this room because it has an old version of one of our Jr Stations in it.

There is a desktop computer attached to the podium, connected via VGA. There is a switcher under the desk to switch between desktop (VGA) and laptop (HDMI). The laptop cable come is on the top of the desk.

The only remote access we have is via RoomView - none of our legacy e-control panels work, and this room is not connected to our modern remote access systems like Fusion or the Xpanels folder.

How to handle calls from this room

If we can solve a call remotely, simply write it up in the TM Log as usual.

If we *cannot* solve a call remotely *between* 9am and 6pm (Mon-Fri) and have to send staff to the room, contact <u>Curtis Debi</u> (Faculty of Information) at (416) 978-7404 (he seems less responsive on MS Teams). He should be able to visit the room himself. Between 10am and 6pm, you can also contact his colleague <u>Tom Kiss</u> (he doesn't have a phone set up right now, so use Teams where he's "Thomas Kiss").

If we cannot solve a call remotely *outside of* 9am to 6pm (Mon-Fri), then send Tech2U staff to the room. In this case, please fill out the Description and Outcome fields carefully in the TM Log, then send the log details to the booking person (currently: Aws Dek Albab).

The information you include in the TM Log will be used to bill the client (Faculty of Information) for the assistance we provide.

How to look up the schedule for this room

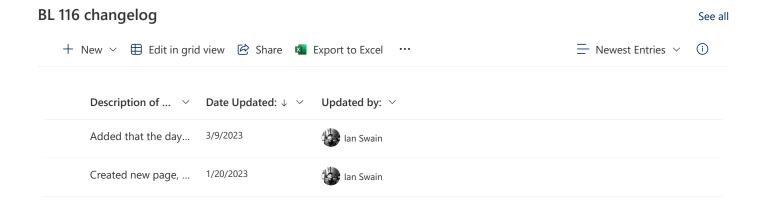
It's not usually listed in our standard look-up tools, but you can typically find the schedule for BL 116 on the U of T Faculty of Information website under "Fall/Winter timetables." You may have to click through several different undergraduate & graduate Excel files and PDFs to assemble the full picture, but the information is usually there.

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BL 116 in all its glory, as snapped by Steve Eliopoulos in Jan 2023

Keywords: #Bissell #Bissell #Bissel #Library #Sciences #Info #Robarts #help #assistance #send #staff #room #bovine #love



Properties

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