



University of
Dayton

UNIVERSITY OF DAYTON ADVANCEMENT IT

Get Started with Advancement Computing

AUGUST 28, 2024
Version Number 1.1



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Introduction

Welcome to the University of Dayton Advancement! You should have been assigned a computer to use to fulfill the duties of your role at UD. It is likely the computer on which you are reading this document or the computer from which you printed this document. (And let me say, if you printed this document from your computer, you are already a step ahead and can skip the pages about printing.)

This guide serves as a quick reference for how to accomplish the technology-based tasks of your job. From how and where to print a document to how to put in a request for help when something goes wrong (hint: we call them TDX – TeamDynamix tickets) and anything related to using your computer.

Conventions

No, we aren't talking about large gatherings of people networking and sharing ideas and opinions related to their field of work (or, my favorite, tabletop RPG conventions where all manner of games are showcased and played). The conventions we are referring to are the set of standards that are used in all of our guides.

- Images will have a **red** box around important items, and the border around all images is **blue**. Red arrows point to items of particular interest with red text providing a brief description of that step. Speaking of steps, the red circles with white numbers correspond to the numbered steps in the guide.
- ***NOTE:*** This is typically included after a step or screenshot to provide further explanation or reasoning why an action is being performed. It is in **red**, bold, italic font and the message is italicized to further draw attention to it.
- ***TIP:*** This is included to draw attention to a helpful bit of advice.



- **IMPORTANT!!!** This is in larger font to draw your attention to something that is integral to the step or process.
- **WARNING!!!** Careful attention should be paid to the information following this. It warns the user that something disastrous will occur if these instructions are not heeded.

Assumptions

It isn't nice to assume anything. However, there are a few things that everyone in our modern world should be familiar with.

- You are comfortable working in an office environment (cubicles) and hopefully, eventually, working from home
- You know how to use a computer (Windows or Mac)
- You understand the basics of browsing the Internet (links, click, right-click, etc.)



The Internet, Web Browsers, and You

Hopefully, you are familiar with the Internet and are comfortable using a web browser (like Firefox, Edge, Internet Explorer (yuk!), or—hopefully—Google Chrome). Around here, Google Chrome is the browser of choice, although you're welcome to use one of the others (Firefox or Edge) that are available on your computer.

In this section, we will cover topics related to using the Internet and your web browser to navigate the web apps and websites that you'll use on a daily basis.

Duo Mobile – Two-Factor Authentication

Everything these days requires at least two steps to get logged in to something. Usually, it's a password and some form of two-factor authentication like a text, a notification you have to confirm, or one of those fancy key fobs that displays numbers that change periodically. At UD, we use an app called Duo Mobile that you can install on your mobile device. Here's how to accomplish that:

1. Navigate to a UD log in (like Porches), enter your UD username and password and then wait for the Duo 2-Factor to appear.
2. Select **Add a new device**



3. You will have to approve a 2-factor push after selecting the above option.
4. Select **Mobile phone**
5. Click **Continue**

Authentication with Duo is required for the requested service.

What type of device are you adding?

☒ Mobile phone **RECOMMENDED**

☐ Tablet (iPad, Nexus 7, etc.)

☐ Landline

☐ Security Key (YubiKey, Feitian, etc.)

Continue

Powered by Duo Security

6. Enter your phone number
7. Check *This number already exists* box if it appears
8. Click **Continue**

Authentication with Duo is required for the requested service.

Enter your phone number

United States

+1 9379010550

Example: (204) 604-5678

☒ You entered (937) 901-0550. This number already exists, replace it?

Continue

Powered by Duo Security



9. Select the phone type (iPhone, Android, Windows Phone or Other)
10. Click **Continue**

Authentication with Duo is required for the requested service.



What type of phone is 937-901-0550?

☒ iPhone **9**

☐ Android

☐ Windows Phone

☐ Other (and cell phones)

10

Back Continue

Powered by Duo Security

11. Follow the instructions to download the Duo Mobile app from the app store.
12. Once the app is downloaded, click **I have Duo Mobile installed**

Authentication with Duo is required for the requested service.



Install Duo Mobile for Android

11

1. Launch the Google Play Store app and search for "Duo Mobile".

2. Tap "Install" to install the app.

12

Back I have Duo Mobile installed

Powered by Duo Security



13. Follow the instructions to open the Duo Mobile app on your phone and tap the “+” button. This will activate the phone’s camera. Point the camera at the QR code on your computer screen



14. Once the QR code is scanned, you will see a green check mark. Click **Continue**



Your phone will now be able to receive two-factor authentication pushes.

NOTE: Likely, you have already done this step. However, it is included here as a reference in case you get a new phone (hint: click **Add a new device**) or need to reinstall Duo.



GlobalProtect VPN

This section is important if you're working remotely—from home, in a coffeeshop, or on a beach in Hawaii (oh, wouldn't that be nice!). If you're in the office, you typically don't need to use the VPN, and if it prompts to connect, you can close out of the sign-in page and ignore it.

1. First check to see if you have Global Protect already installed by clicking the Windows button in the lower left-hand corner and typing "GlobalProtect"
2. If you see the GlobalProtect app icon, click on it and skip to step 6, otherwise continue with step 3.
3. Navigate to udvpn.udayton.edu in Google Chrome and log in with your UD Credentials
4. Select the download link for the Windows 64-bit agent (unless, of course, you are on a Mac)



5. When the file is finished downloading, run it and follow the prompts to install. If it asks for credentials, find your friendly Advancement Tech Support person to provide them.



6. Once installed, the Global Protect box will appear in the lower-right corner of your screen. Enter `udvpn.udayton.edu` in the *Please enter your portal address* field
7. Click **Connect**

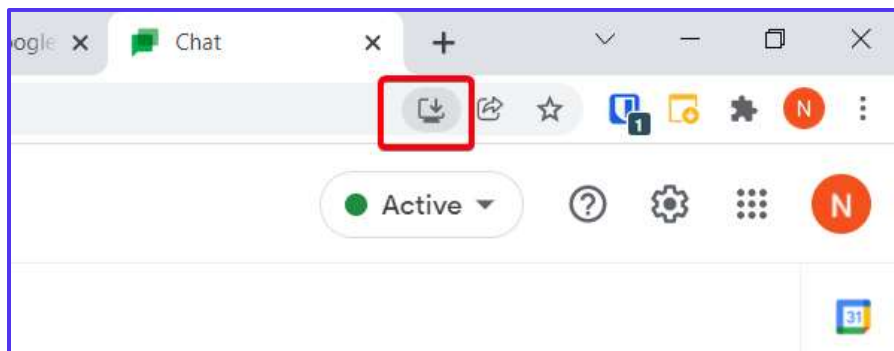


8. You will be prompted for your UD credentials. Enter them and confirm the Two Factor Authentication.
9. You are now connected to the UD VPN.

Google Chat

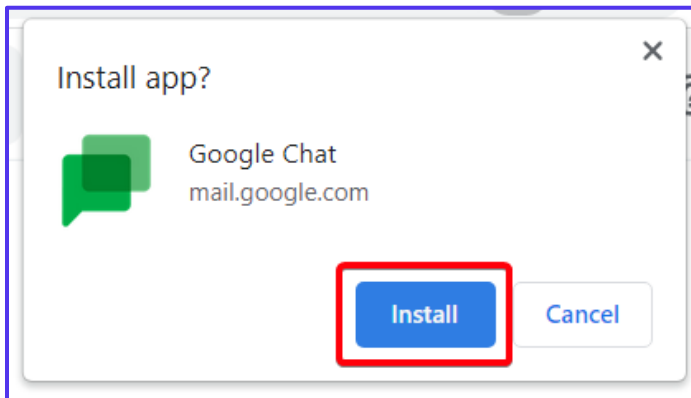
For messaging among Advancement (and the entire UD organization, for that matter), we use Google Chat. While it is accessible from within your Gmail, why not install the app? It has some additional features that are not available from within Gmail. If your friendly Advancement Tech Support person didn't install it during your initial laptop setup, here's how to get it installed:

1. Navigate to **chat.google.com** and log in (some pop-ups may appear if you've never logged in before, just click through them)
2. Click the icon boxed in red below

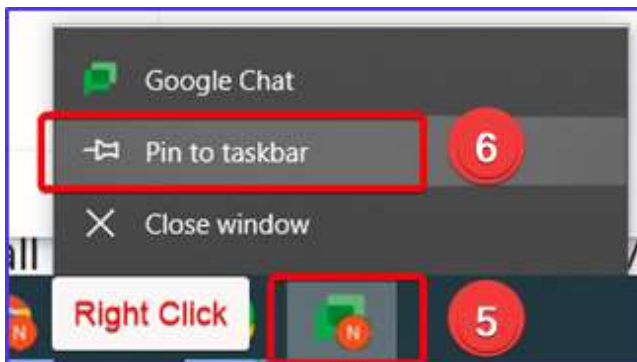




3. The below pop up will appear, click **Install**



4. This will open the Google Chat application; it is recommended that you pin it to your task bar for easy access.
5. To pin, when the application is open right-click on the chat icon at the bottom of the screen
6. Select **Pin to taskbar**

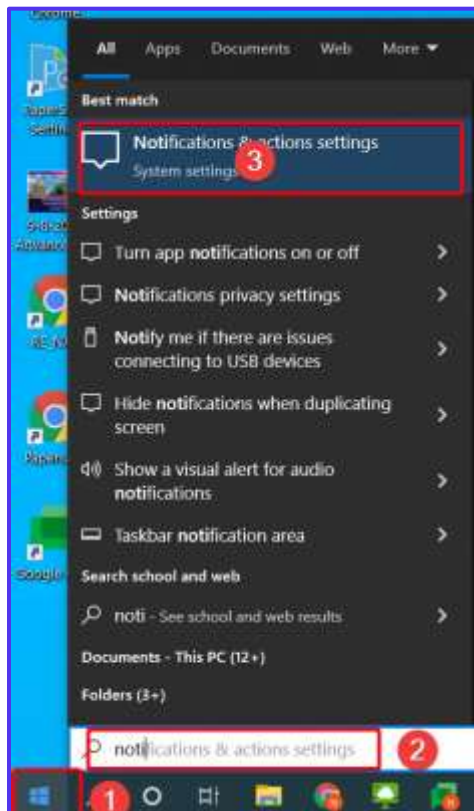




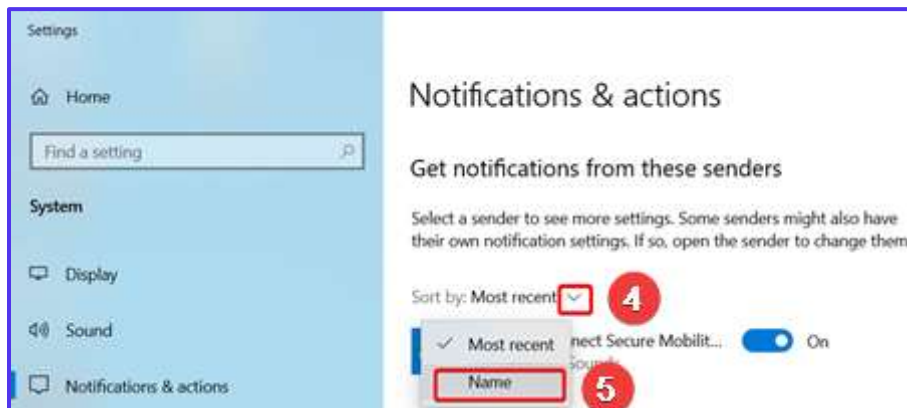
Enable Google Chat Notifications

Now that Google Chat is installed, it might be nice to receive a notification when someone messages you. Here's how to get that set up:

1. Click on the Windows icon or the search icon in the lower left corner of the screen.
2. Start typing "Notifications"
3. Select **Notifications & actions settings** when it appears.

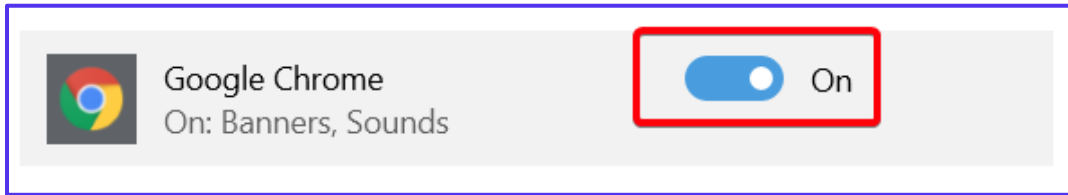


4. Click the *Sort by* drop-down on the *Notifications & actions* screen
5. Select **Name**





6. Find **Google Chrome** and toggle it to “On”



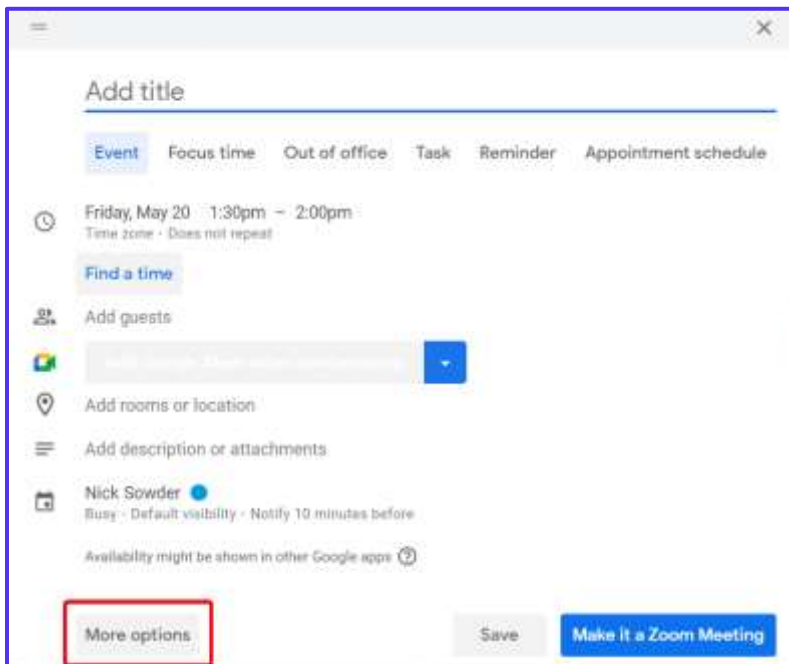
View Rooms in Google Calendar

While we're on the subject of Google, let's discuss how to access the conference rooms in case you want to schedule a meeting.

There are two ways to view rooms in Google Calendar:

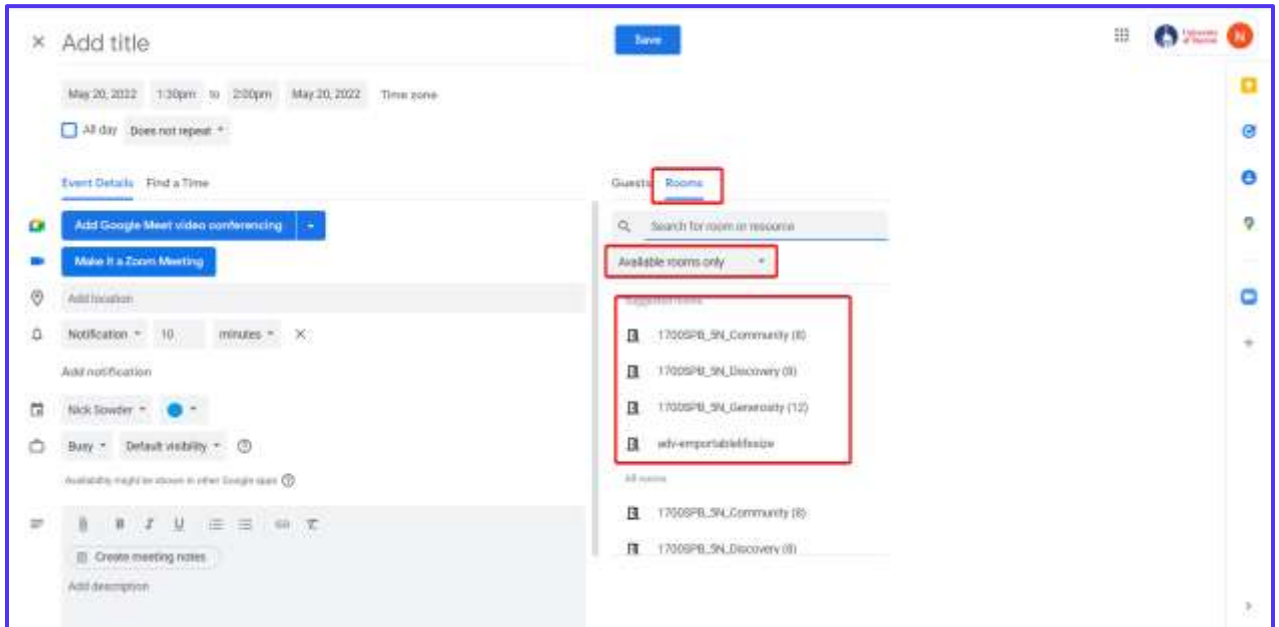
When Creating an Event

1. Click in the hour and time row of the day you wish to create an event in *Calendar* and click on **More options**

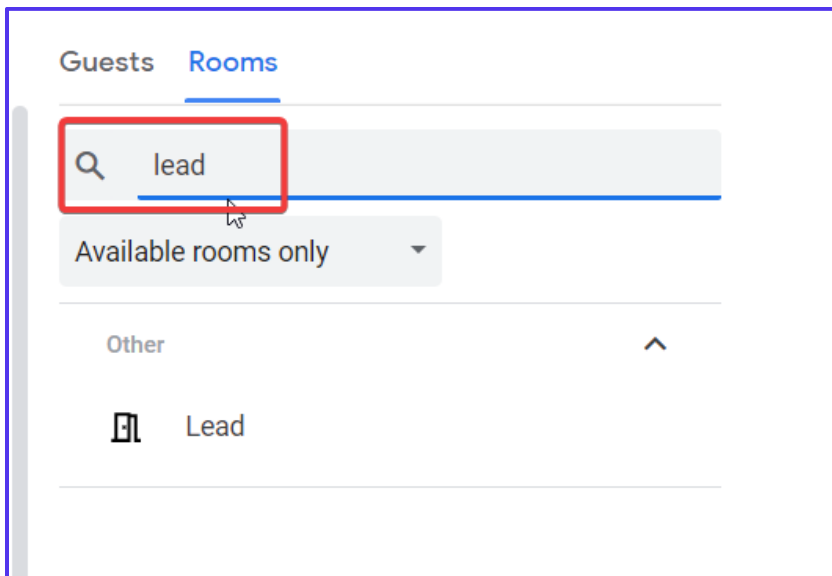




2. Click the *Rooms* tab. It will show available rooms, you can change the drop-down to show all rooms as well.



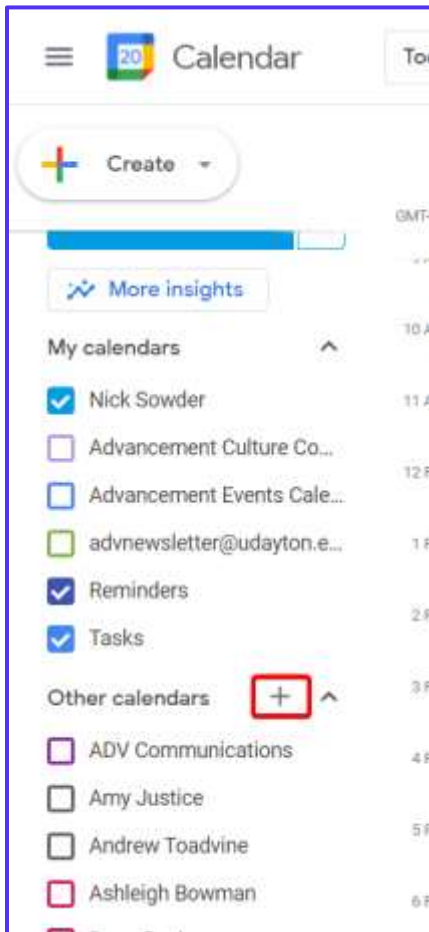
3. You can also search for a specific room by typing in its name. Click to select the room



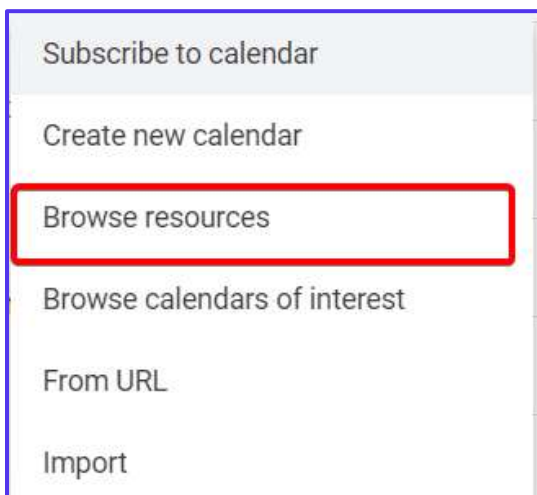


From the Main Calendar Page

1. On the main Calendar screen click on the + sign next to *Other calendars*



2. In the drop-down menu select **Browse resources**





3. You will see the list of rooms and can select the ones you want to show up on your calendar by checking them.

Resources

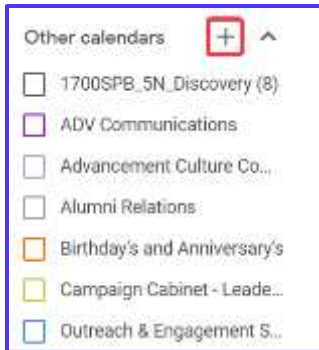
<input type="checkbox"/>	1700SPB_5N_Collaboration	
<input type="checkbox"/>	1700SPB_5N_Community (8)	
<input type="checkbox"/>	1700SPB_5N_Discovery (8)	
<input type="checkbox"/>	1700SPB_5N_Generosity (12)	
<input type="checkbox"/>	1700SPB_M2518	



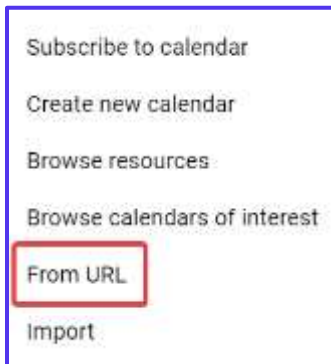
Add a Calendar

There are several calendars available to include in your calendar view. Some are there by default (but can be removed by unchecking them) others can be added. One of the ways to add a calendar is from a URL. Follow the steps below to see how.

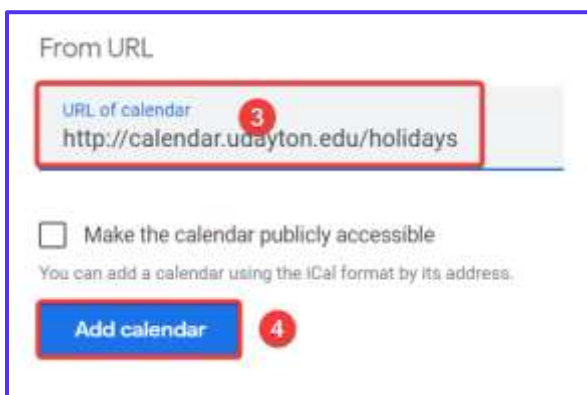
1. From the Google Calendar page, scroll down the left side until you get to *Other Calendars*. Click the +



2. Select **From URL** in the menu that appears



3. Enter the URL in the *From URL* field
4. Click **Add to Calendar**



The calendar will be viewable in the *Other Calendars* section. The calendar view is enabled when there is a check in the box to the left of the name.



Monitors – The Window to Your World of Work

Your friendly neighborhood Technical Support person should have set up your work station with a monitor, docking station, keyboard, mouse, and a desk phone. (If something's missing, let them know as soon as possible.) What if you're one of those lucky people that gets to work from home occasionally? Should you wish to plug another monitor directly into your laptop, how would you do that without the assistance of your friendly IT person? Here's how:

Connect to External Display

1. Advancement laptops can accept an HDMI connection, so hopefully your computer monitor (or TV) is capable of accepting an HDMI signal. With your laptop powered off, plug an HDMI cable into the back of your monitor and plug the other end into the HDMI port on your laptop. The image below shows what the HDMI port looks like on a laptop.

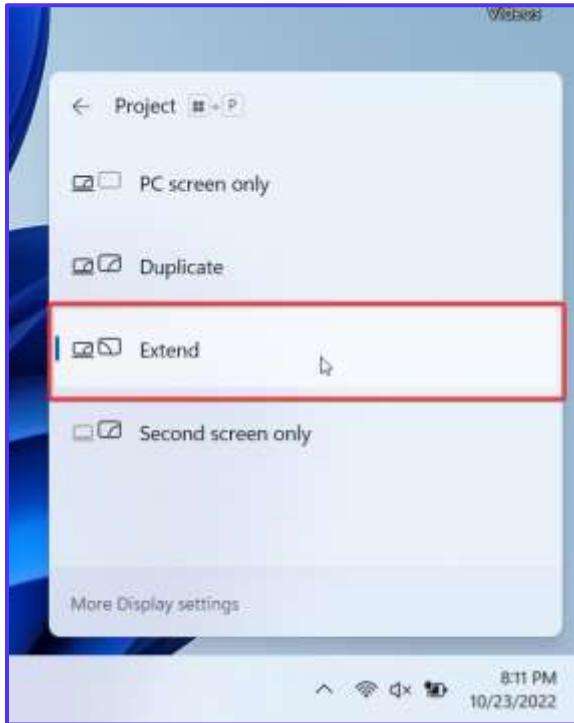


2. Power on the monitor, then power on your laptop and log in
3. You will most likely see your laptop's screen mirrored on the monitor screen. If you want to close your laptop and use the monitor as the sole screen, then you're free to do so. If you want more screen real estate, continue reading.



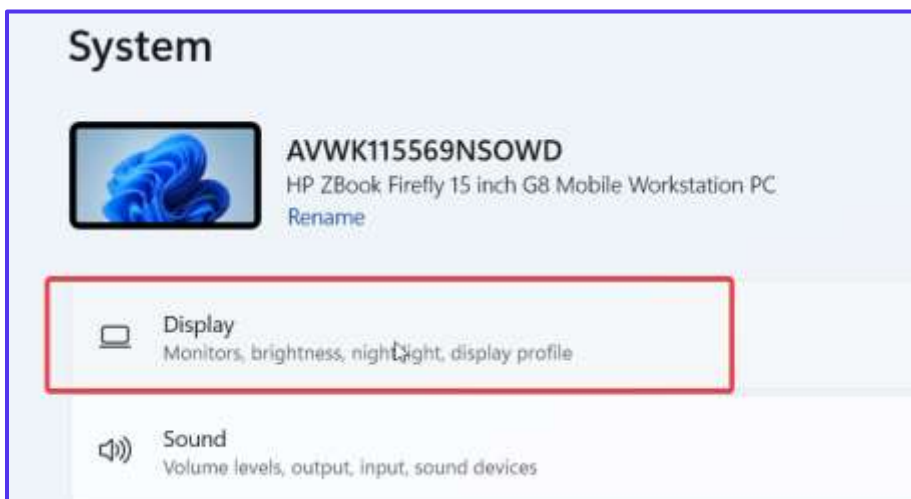
Set Dual Screens

4. Press the “Windows Key” + “P” at the same time
5. A menu will appear on the right side of the screen, select **Extend**



Adjust Screen Display Order

6. Press the “Windows Key” + “I” at the same time
7. This will bring up the *System Settings* menu, select **Display**





8. At the top of this screen, you will see your monitors listed.



9. Drag and drop them until they are in the correct order and then click **Apply**



NOTE: Putting the monitors in the correct numerical order (1, then 2) will not always arrange them in the correct way. If you are having trouble matching the monitor numbers on the screen above to the physical external monitors you can click the **Identify** button which will flash the number of the corresponding screen.





Bookmarks – Where's That Webpage?

In Advancement, we use several websites to get things done. The person who onboarded you that you met with when you first started should have given you a Word document with a ton of links scattered throughout. Reference that document for specific places that you need to access. Also, when your friendly neighborhood IT person set your laptop up on your first week, they should have bookmarked all of the really important websites. Here is a list of those important sites.

- Porches - <https://porches.udayton.edu/> - Basically everything you could ever need to access lives here. This is the one website you should commit to memory.
- ADVNet - <https://porches.udayton.edu/group/advancement/advnet> - Everything Advancement can be found at this link: email, training, departments, etc.
- TeamDynamix (TDX) - <https://udayton.teamdynamix.com/TDClient/1868/Portal/Home/> - You will hear the phrase, "Did you put in a TDX?" uttered around the office when it comes to anything IT-related. This allows you to request assistance from UD (or Advancement) Support—help may come from your local IT person or from one of the UDIT agents depending on the type of TDX ticket you entered.
- Google Email – <https://mail.google.com> – You've got to have email. This is how you get to it.
- Box – <https://www.box.com> – This is where all the documents live. You have your own folder on Box where you can save your work to the cloud. (Because, at some point, we have all lost important documents or pictures to a computer mishap.)

Those are the important websites for navigating around the Advancement world.

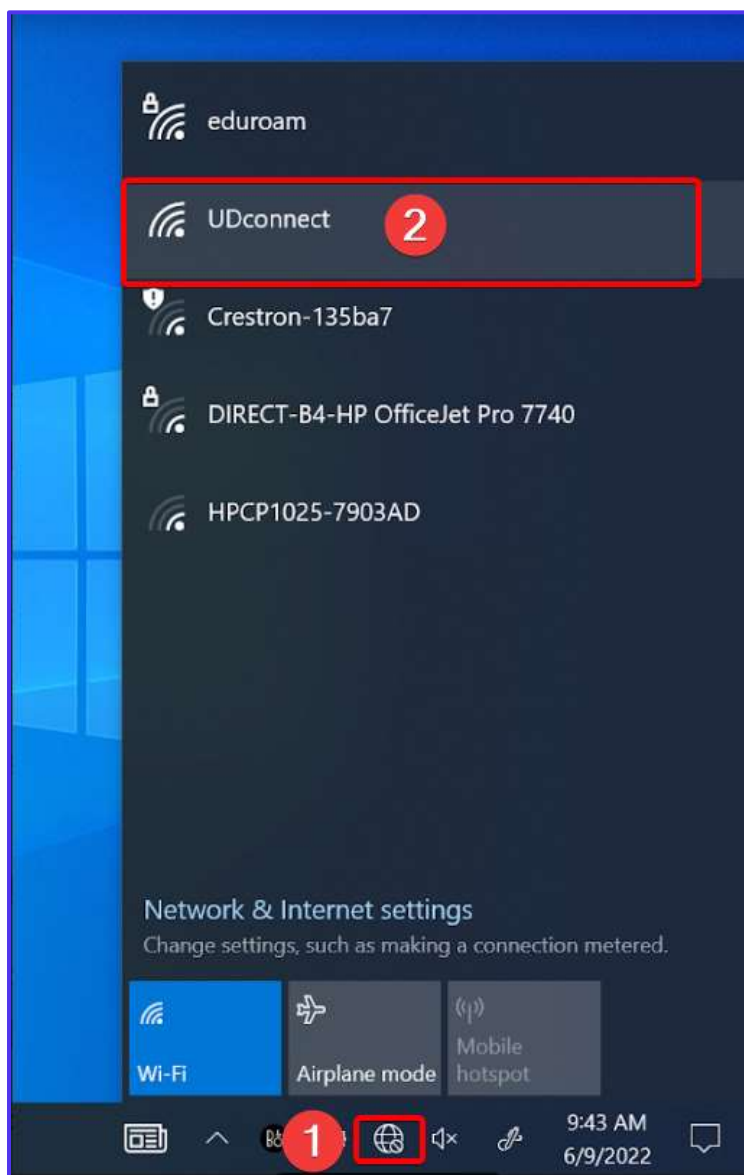


Connecting to Wi-Fi

Your laptop should already be connected to Eduroam so you're able to move freely around campus. What about your phone or personal tablet or iPad? How can you access that free wireless goodness and save your data for when you're out and about? Let's discuss UDconnect.

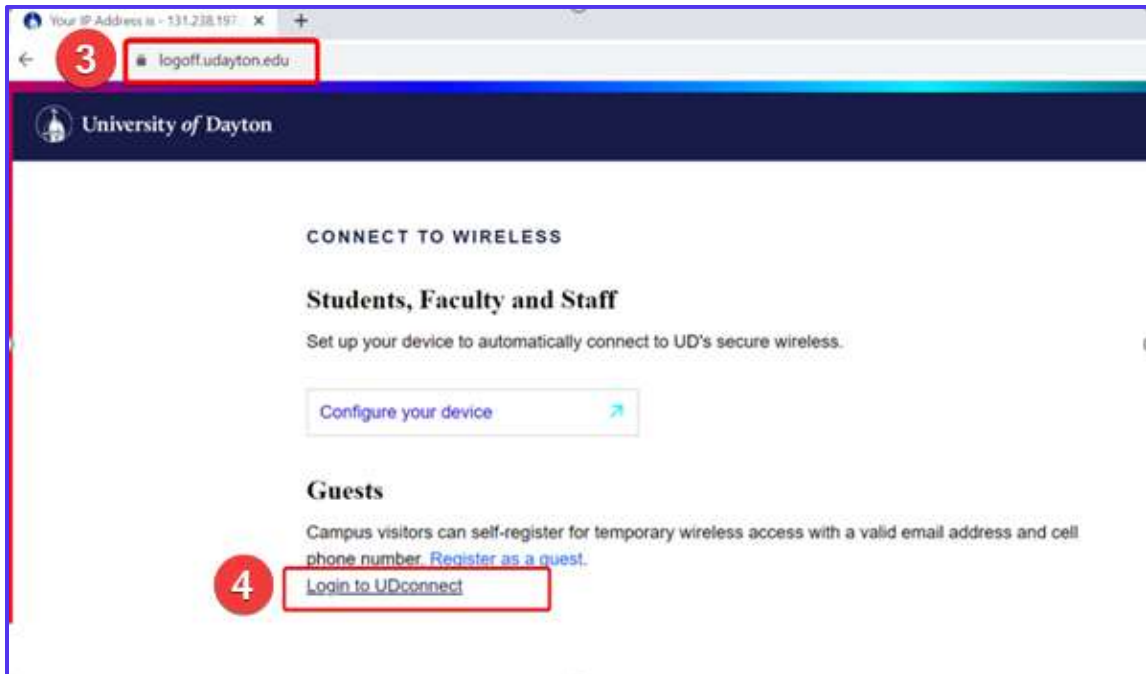
NOTE: These instructions describe how to access from a Windows computer. The process may look slightly different depending on which device you're using.

1. Click on the Globe or Wireless icon at the bottom right-hand corner of the page (or access your wireless/wi-fi settings however you normally do)
2. Select "**UDconnect**"





3. Open a web browser and enter the URL “**logoff.udayton.edu**” (do this only if you do not receive the log in screen in step 5)
4. Under the *Guests* section select **Login in to UDconnect**



5. Enter your UD username and password then click **LOG IN**

The screenshot shows the 'Guests' login form. It includes a heading 'Guests', a paragraph explaining that campus visitors can self-register for temporary wireless access, and a link to 'Register as a guest'. Below this, it says 'Use your University of Dayton username and password.' There are two input fields: 'Username' with the text 'Nsowder1' and 'Password' with masked characters. A red box highlights the 'LOG IN' button at the bottom.

You are now connected to UD Wi-Fi.

NOTE: It may take a minute or so for the connection to become active.

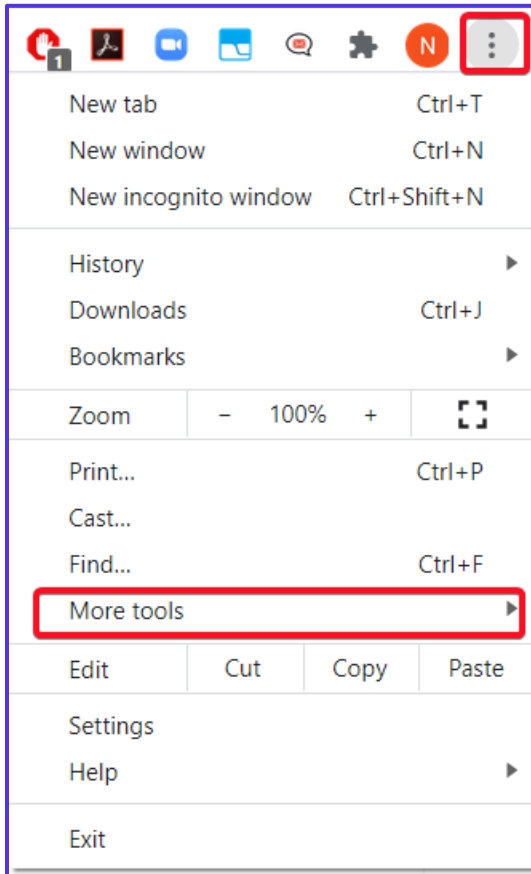


Clear Internet Cache and Cookies

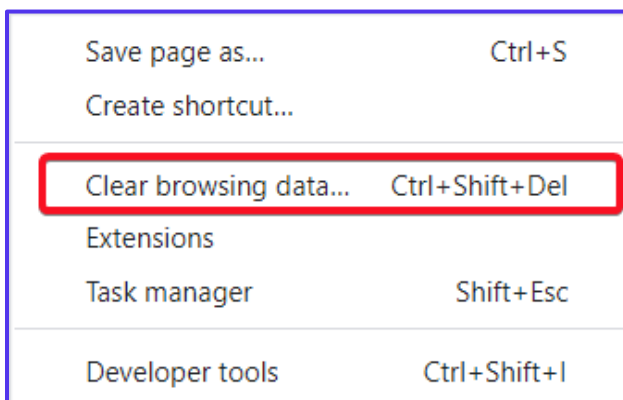
Should you ever find a webpage acting strangely or it won't accept your login, one of the first things your friendly IT person will advise is to clear your cache and cookies. Here's how to accomplish this in Google Chrome.

1. Click the three dots in the upper right-hand corner of your browser and select **More tools**.

NOTE: You may have an option **Clear browsing data**. If so, select that. Alternatively, you can also press the **Ctrl + Shift + Delete** buttons on your keyboard.



2. Select **Clear browsing data...**





3. Select **All time**, make sure **all 3 boxes** are checked, and click **Clear**.

A screenshot of the 'Clear browsing data' dialog box in a web browser. The dialog has two tabs: 'Basic' (selected) and 'Advanced'. Under the 'Basic' tab, there is a 'Time range' dropdown menu set to 'All time'. Below this, there are three checked checkboxes: 'Browsing history' (with a subtext 'Clears history and autocompletions in the address bar.'), 'Cookies and other site data' (with a subtext 'Signs you out of most sites.'), and 'Cached images and files' (with a subtext 'Frees up 25.7 MB. Some sites may load more slowly on your next visit.'). At the bottom right, there are two buttons: 'Cancel' and 'Clear data'. Red rectangular boxes highlight the 'All time' dropdown, the three checked checkboxes, and the 'Clear data' button.



Accessing Help – Using the TeamDynamix Ticketing System

We all require assistance sometimes. Things break, passwords mysteriously stop working, or we don't have access to a resource. How can you obtain IT assistance?

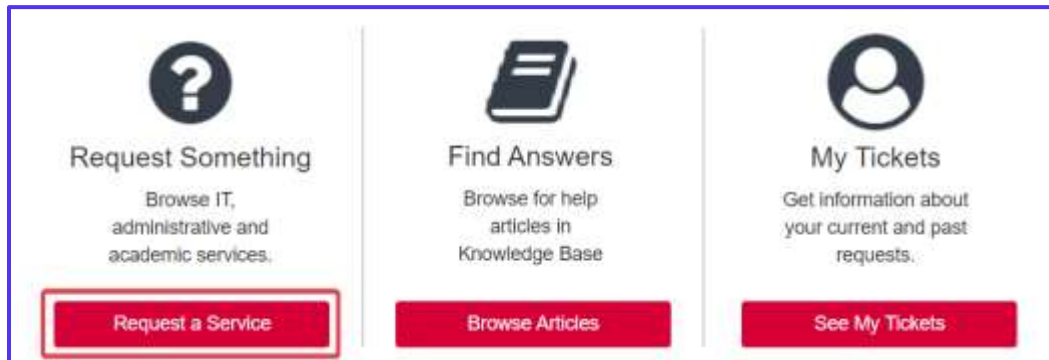
How do I use the Service Catalog to submit a service request or report an issue?

The Service Catalog contains a variety of services from various departments (e.g., Advancement, HR, Legal Affairs, Office of Diversity and Inclusion, Office of Learning Resources, UDiT) and are available to university faculty, staff and students. Services include tuition assistance for dependent child or spouse, work and move requests, procurement and payment services request, 2-Factor Authentication (2FA) token activation, voicemail password reset request, a general IT support request, and more.

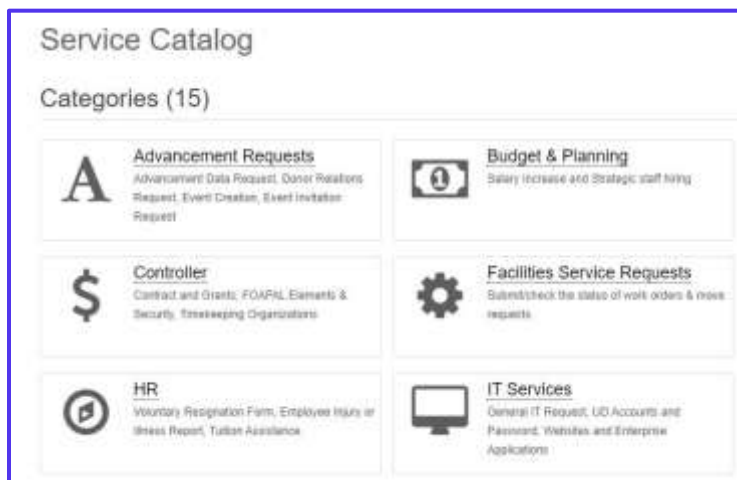
Request a Service

Navigate to the UD Service Catalog by going to go.udayton.edu/servicecatalog.

1. Scroll down a bit, and click the **Request a Service** link under the UD campus image or click on the **Services** link in the top navigation menu under the UD logo.



2. Browse through the service categories and click on a category name link. Each category has a short description and is named according to the type of services it contains. Some categories have subcategories with more services.





3. Click on a service title link. Each service contains a service overview. If you selected an incorrect service, click on the **Service Catalog** link and locate the appropriate service.

The screenshot shows the University of Dayton website's Advancement Requests service catalog. The header includes the University of Dayton logo and name. Below the header, there are navigation links: Service Catalog, Services, and Knowledge Base. A secondary navigation bar includes Project Requests, Ticket Requests, My Favorites, My Recent, My Approvals, Services A-Z, and Search. The main content area is titled 'Advancement Requests' and lists several services: Advancement Data Request, Donor Relations Request, Event Creation, and Event Invitation Request. Below this, a section titled 'Services (16)' lists: Advancement Appeal Request (with a description: 'Use this service to request an Appeal Code to track University Communications to Constituents'), Advancement Email Approval Request, Advancement Email Content Request, Advancement Email Request (with a description: 'Advancement Email Request'), and Advancement Gift Agreement / Fund Request (with a description: 'Use this form to have a new Gift Agreement/Fund created').

4. Click the **Request This** link and complete the form.



5. Click **Submit**, and your service request will be sent to the appropriate customer service representatives.

IMPORTANT!!! To avoid delays in service, do not randomly select and submit a form. Carefully read the form's description before making a selection. This will ensure that the form is sent to the appropriate customer service representatives.



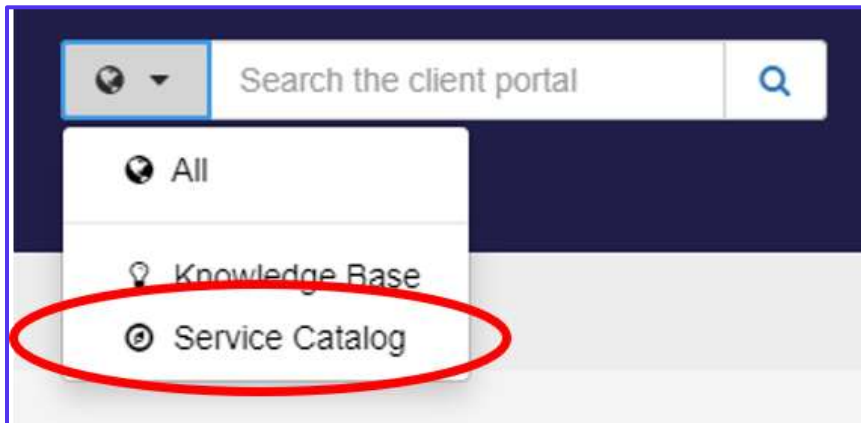
Search for Service Request

If you can't figure out where a service is located, use the search option.

1. Click on the search bar.



2. Filter the search to Service Catalog requests by clicking on the drop-down list to the left of the search bar and selecting **Service Catalog**.



3. Type an item that you would like to search for.

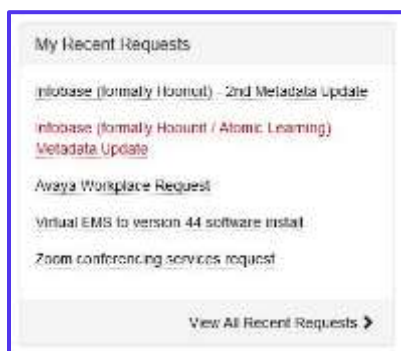


4. Press the <ENTER> key on your keyboard or click the search icon.

Track a Service Request

Click the **Sign In** link located to the right of the search bar. Enter your university username and password and enter your 2FA (2-factor authentication) credentials.

The status of service requests can be viewed by clicking on the appropriate link within the *My Recent Requests* sidebar.





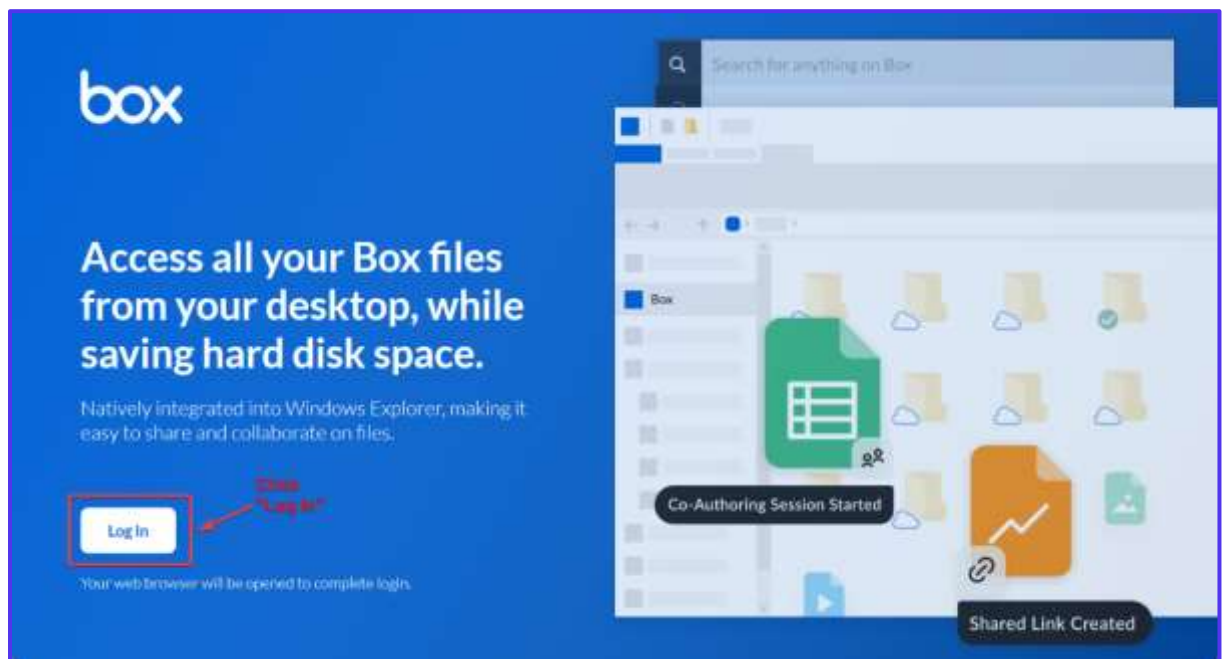
Box

The following section covers accessing Box, which is UD's cloud file storage solution. You have pretty much unlimited storage (actually it's around 250 or 500 gigabytes) in which you can store your important work documents. Box has some robust features including file version history, sharing, and restoring deleted files. It is highly recommended that anything important and work related gets put into the Box cloud. Documents that you're working on can be stored in your personal workspace, and anything that others in your department may need to see can be put into your department folder.

First Time Using Box

It may take a few days before your Box access is granted. Depending on what part of the division you work, you will likely see different folders once you get logged in to Box. The following shows how to get logged in the first time.

1. Once you log in to Windows, the following screen will appear. Click the **Log In** button.





2. Enter your UD email address
3. Click the **Next** button

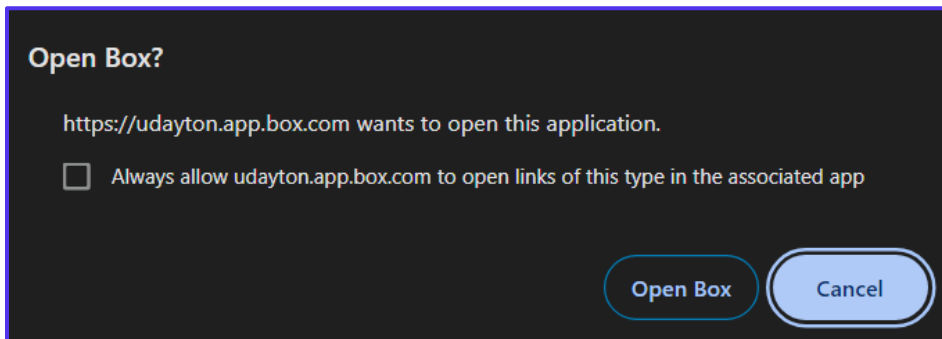
A screenshot of a web form titled "Sign In to Your Account". The form has a white background with a light gray border. It contains an "Email Address" label, a text input field with "@udayton.edu" entered, a blue "Next" button, and a "Reset Password" link. A red rectangular box highlights the input field and the "Next" button. To the left of the box, there are two red circles with white numbers "2" and "3" inside them, corresponding to the steps in the list above.

4. Do the two-factor authentication as you always do

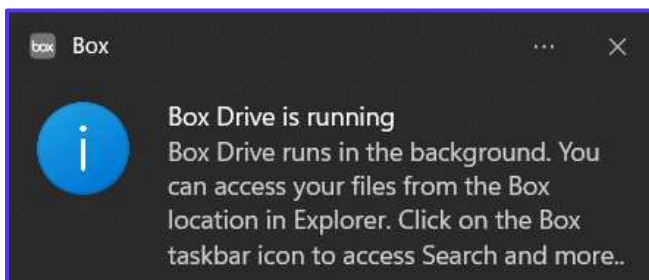
A screenshot of a web form titled "LOGIN". The form has a white background with a light gray border. It contains the text "Use your University of Dayton username and password." followed by "Username" and "Password" labels, each with a corresponding text input field. At the bottom, there is a large red button with the word "LOGIN" in white capital letters.



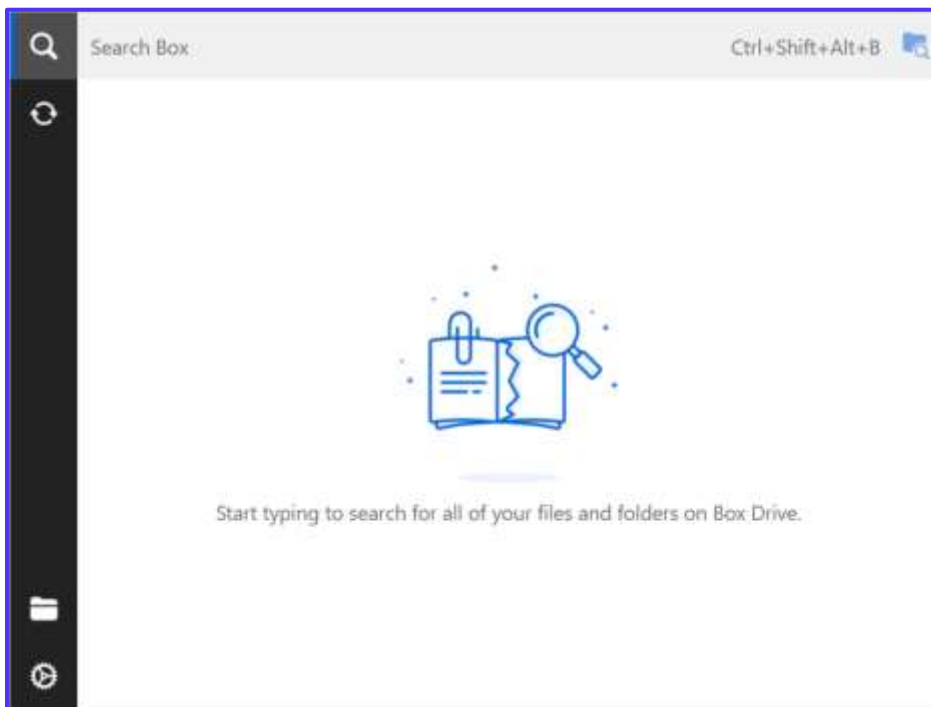
5. Click the **Open Box** button




6. When you see the following notification appear, you are logged in to Box



7. You can press Ctrl + Shift + Alt + B to open the Box search which displays the following:



8. Click the  icon in the taskbar or search in the Start Menu for File Explorer

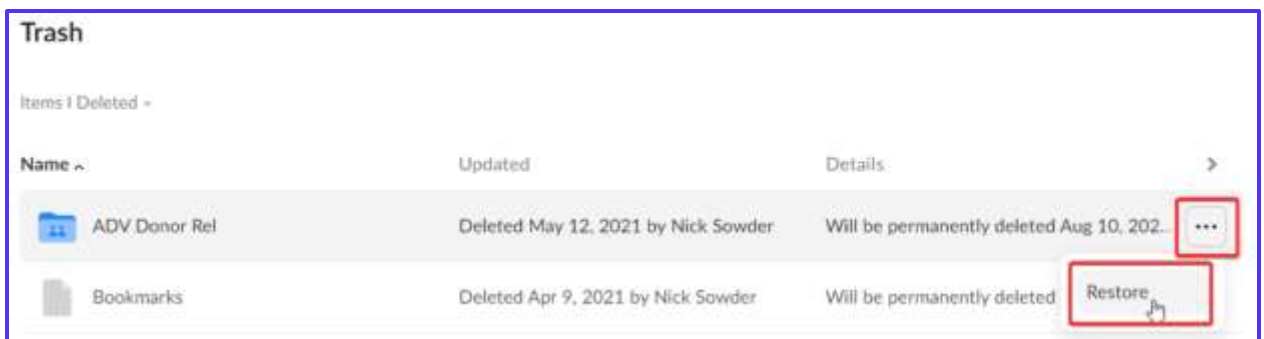


Restore Deleted Files

1. Navigate to the Box web portal by going to go.udayton.edu/box and log in.
2. Select the Trash icon on the left side of the page.



3. Find the file you want to restore and click the "... " button next to it and then select **Restore**



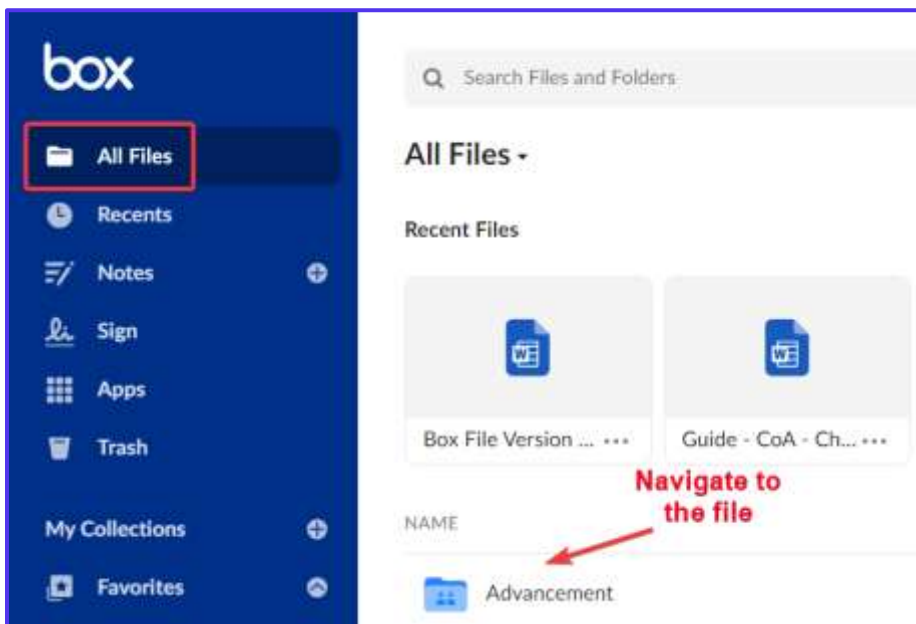


Box File Version Recovery

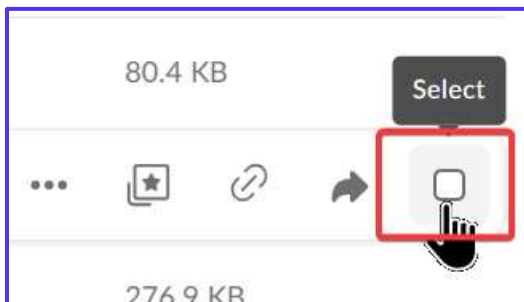
1. Navigate to the box.com website through your favorite web browser (Google Chrome is recommended)



2. Log in using your UD username and password. Do the 2-Factor Authentication method of choice
3. Once inside the Box web interface in the *All Files* section, navigate to the folder in which the document resides

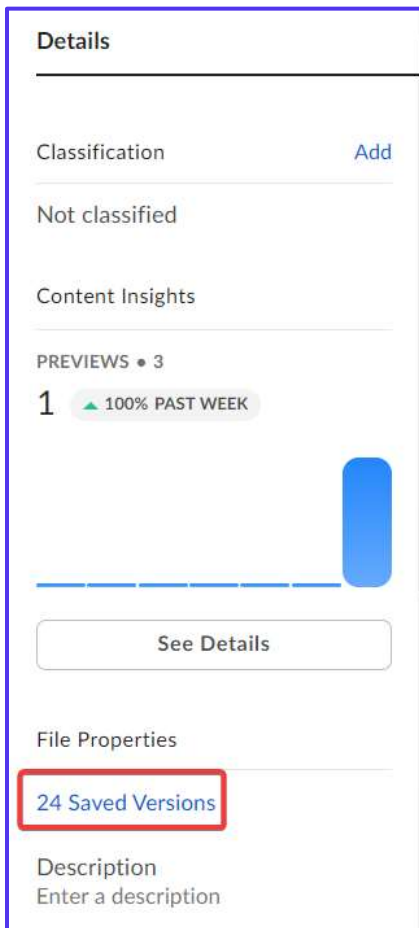


4. Once you have located the file, hover over the row to the far-right side and click the **Select** option

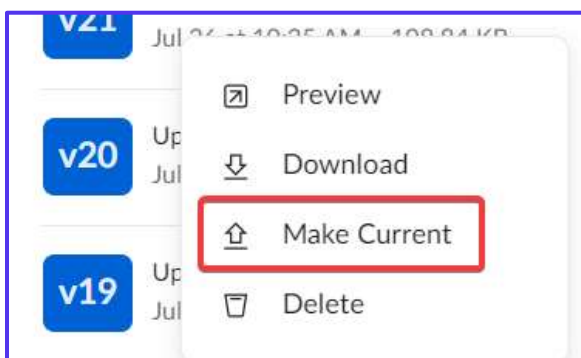




5. In the *Details* column on the right, scroll down and select the **N Saved Versions** option where “N” is the number of saved versions of the file



6. If you know the time and date of the version you want, click that version. Alternatively, you may click through and view each individual version of the file to determine the one you require.
7. Once you have chosen the version you want, click the 3 horizontal dots at the end of the version in the *Version History* column and select **Make Current** to make that version the current version. You also have the option to download that version to another location.



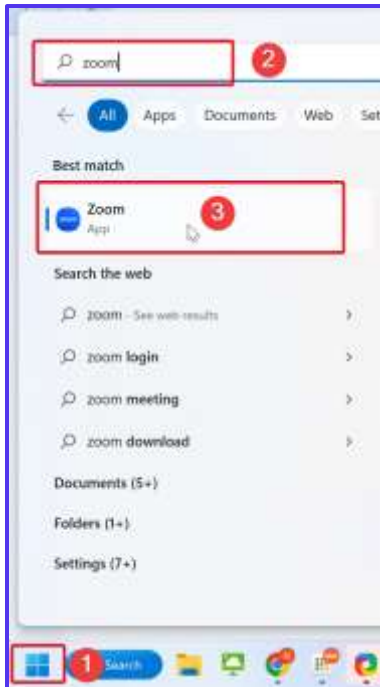


Zoom and Conference Rooms

Collaboration is the name of the game. You've got to meet with the people you're collaborating with. When you can't all be in the same room, Zoom will allow you to work like you were sitting in the same room.

Sign in to Zoom

1. Click on the **Windows Key** in the bottom left-hand corner of your screen
2. Start typing **Zoom**
3. Click on the **Zoom** app

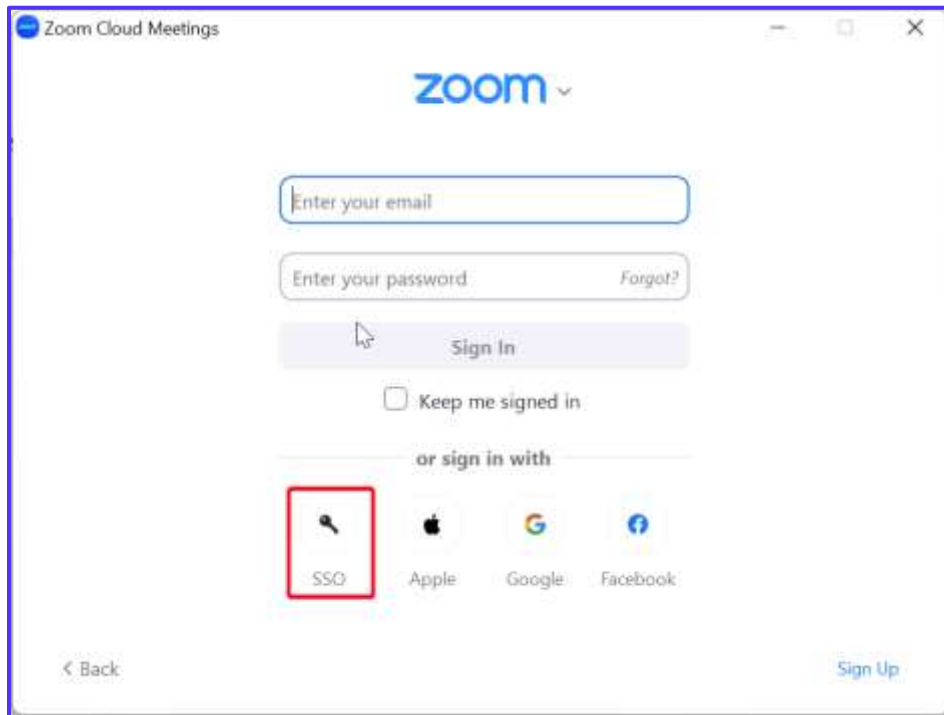


4. Click on **Sign In**

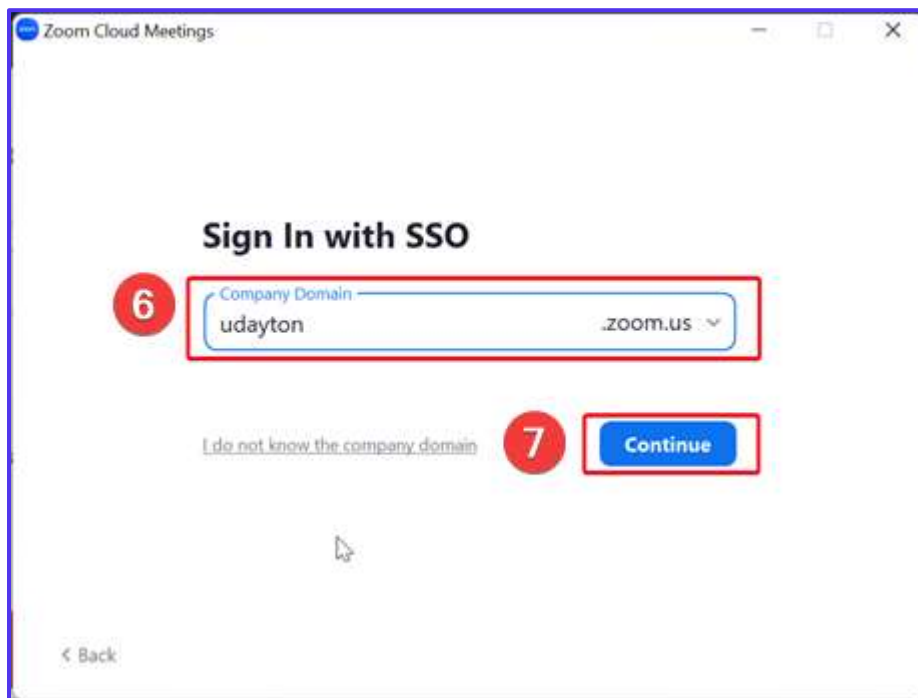




5. Click **SSO** at the bottom of the window



6. If prompted for a **Company Domain** type in “Udayton”
7. Click **Continue**



8. This will take you to your standard UD login page.



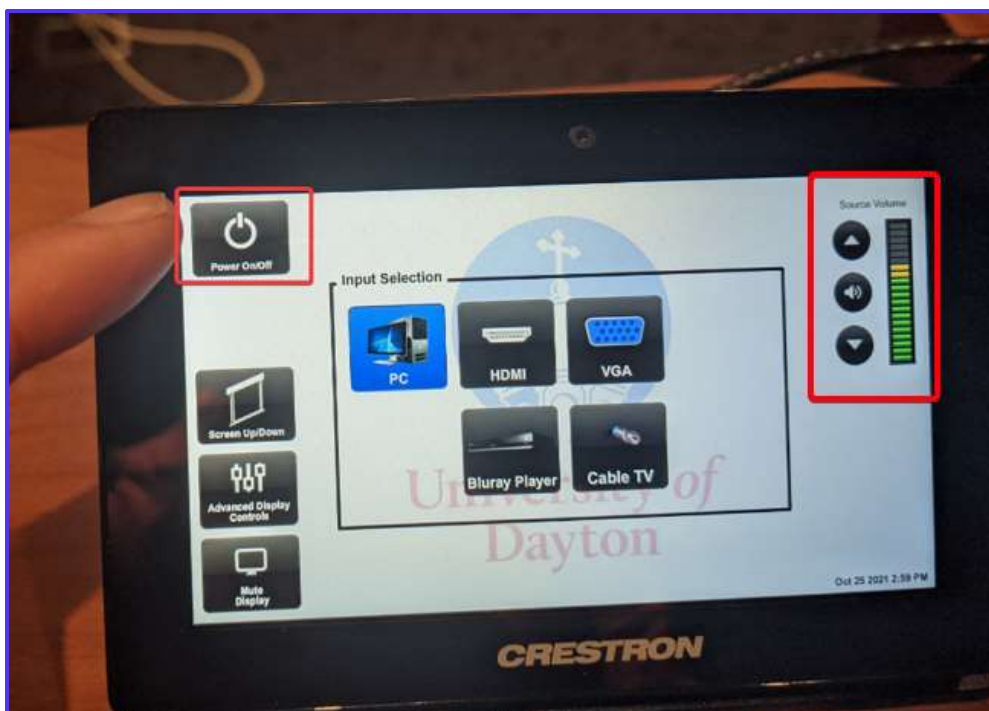
Zoom Conference Room

This details how to connect to a Zoom conference in the Alumni Boardroom conference room.

1. The Video Screen control is on the desk, touch the screen once and it will light up. Touch it again to get to the main menu.



2. Press the **Power On/Off** button and the projector will come on and the screens will lower. Also make sure the volume is not muted and is turned up.





3. Sign into the podium PC using your UD username and password

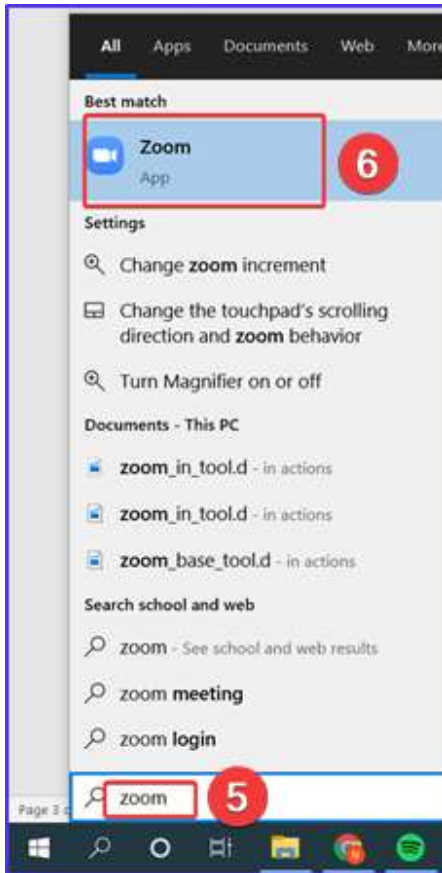


4. Click on either the Windows icon or the Search icon

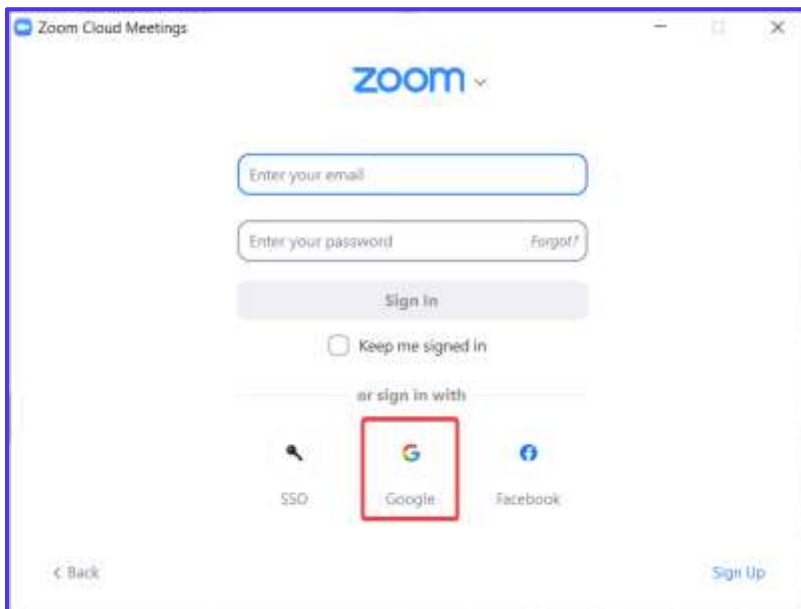




5. Type “**Zoom**”
6. Click on the **Zoom** app



7. Click sign in with **Google**





8. Enter your full UD email address and click **Next** and sign in through 2-Factor

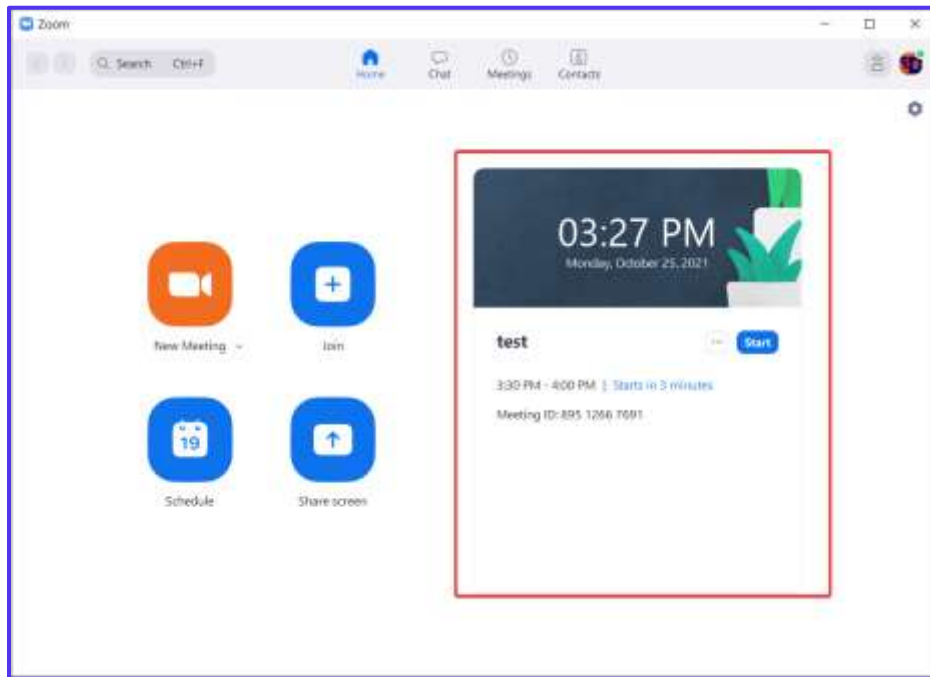
The image shows the Zoom sign-in interface. At the top, it says "Sign in with Google". Below that is a Zoom logo and the text "Sign in to continue to Zoom". There is a text input field labeled "Email or phone" containing the email address "nsowder1@udayton.edu". Below the input field are links for "Forgot email?" and "Create account". A blue "Next" button is located at the bottom right of the sign-in area. Red boxes highlight the email input field and the "Next" button.

9. After completing your 2-Factor sign in a pop up will appear, click **Open Zoom Meetings**

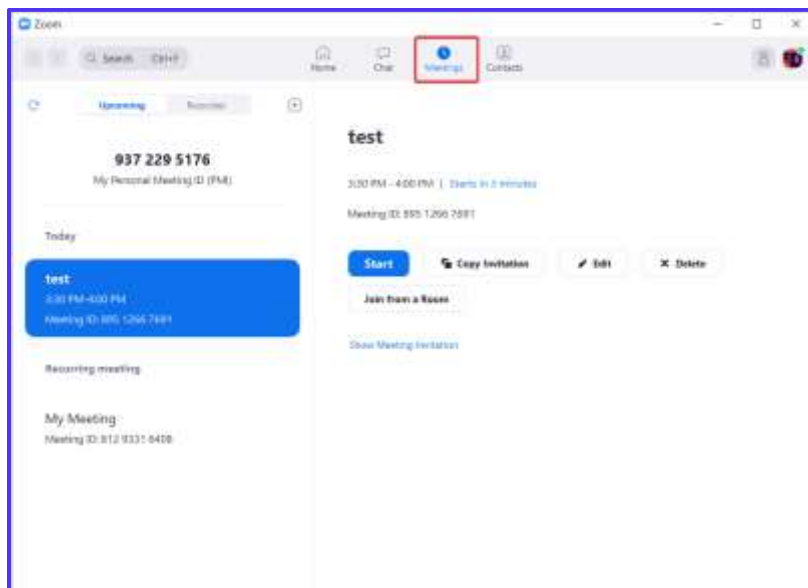
The image shows a system dialog box titled "Open Zoom Meetings?". It contains the text "https://google.zoom.us wants to open this application." and a checkbox labeled "Always allow google.zoom.us to open links of this type in the associated app". At the bottom right, there are two buttons: "Open Zoom Meetings" and "Cancel". A red box highlights the "Open Zoom Meetings" button.



10. If you have an upcoming meeting it will appear in the pane on the right.



11. If you don't see your meeting, click on the **Meeting** tab and you will see more upcoming meetings.



If you still do not see your meeting you can go to **calendar.google.com** to see your Google Calendar and click the Zoom link.



Download a Zoom Recording

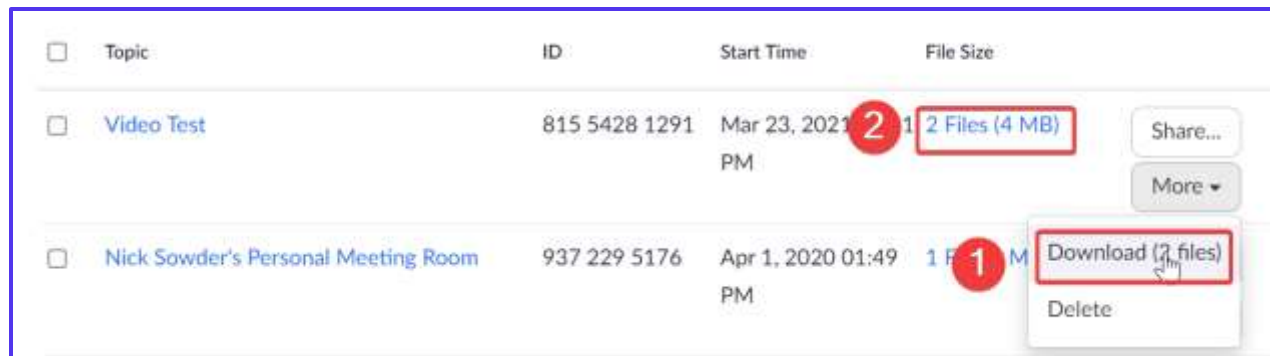
1. Navigate to go.udayton.edu/zoom and log in with your UD credentials.
2. Click on the **Recordings** tab.



3. Find the video you wish to download in the list and either click:
 - Click **More** and then **Download**. This will start downloading your video.
- NOTE:** This will most likely download the video file and an audio transcript file

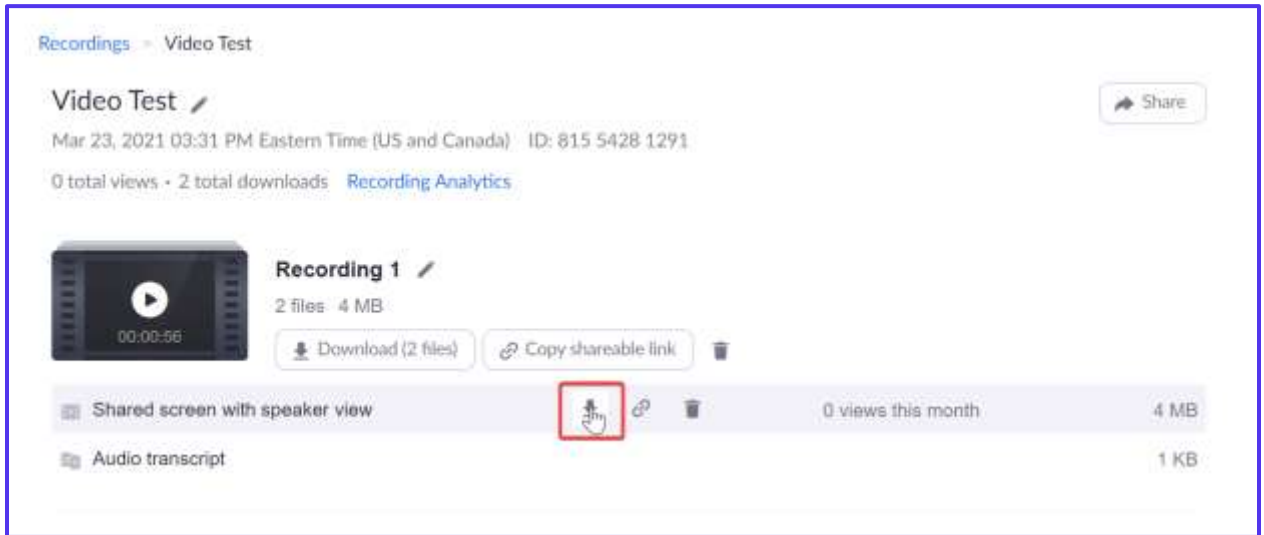
OR

- Click on the link under the *File Size* column and continue the guide below if you don't wish to download both files.





4. Click the link in the *File Size* column to be taken to the page shown below, from here you can choose to download the files individually.



The video will be saved to wherever you have set your browser to store downloaded content. Most of the time this will be the *Downloads* folder.



Conference Room Video

This guide provides instruction on how to use the Crestron video conferencing system in the Generosity conference room.

Power on the System

1. The Video Screen control is on the table. Touch the screen once and it will light up. (Fig. 1) Touch it again to get to the main menu. (Fig. 2)



Figure 1 – Power on Screen

2. Select a mode on the left-hand side under *Mode Selection* (Fig. 2). Select **Presentation Mode** (Fig. 3) to present from the room computer. Ensure the volume is not muted and is turned up to halfway or a bit more.



Figure 3 – Select Presentation Mode

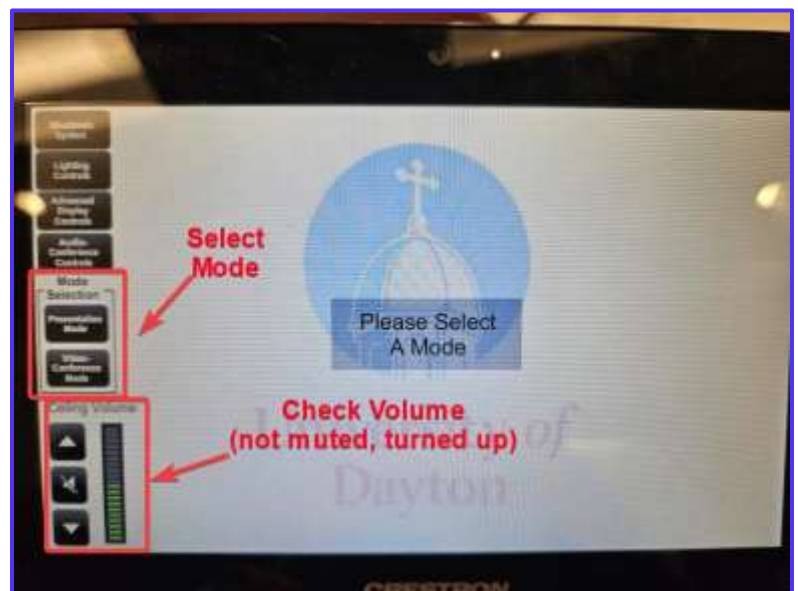


Figure 2 – Mode Selection Screen



3. Select **Table Box HDMI** from the *Please Select A Source* section.
4. Select **PC1** to use the room speakers and camera.
5. Select **Projector** to project to the screen. (Fig. 4). This will wake up the ceiling projector and lower the video screen. Select **Flat Display** if you wish to send the video to the wall-mounted flat screen TV.
6. Once you are able to see the screen, log in with your UD username and password. Log into Box if you need to access files from there. Run the Zoom meeting from that computer.

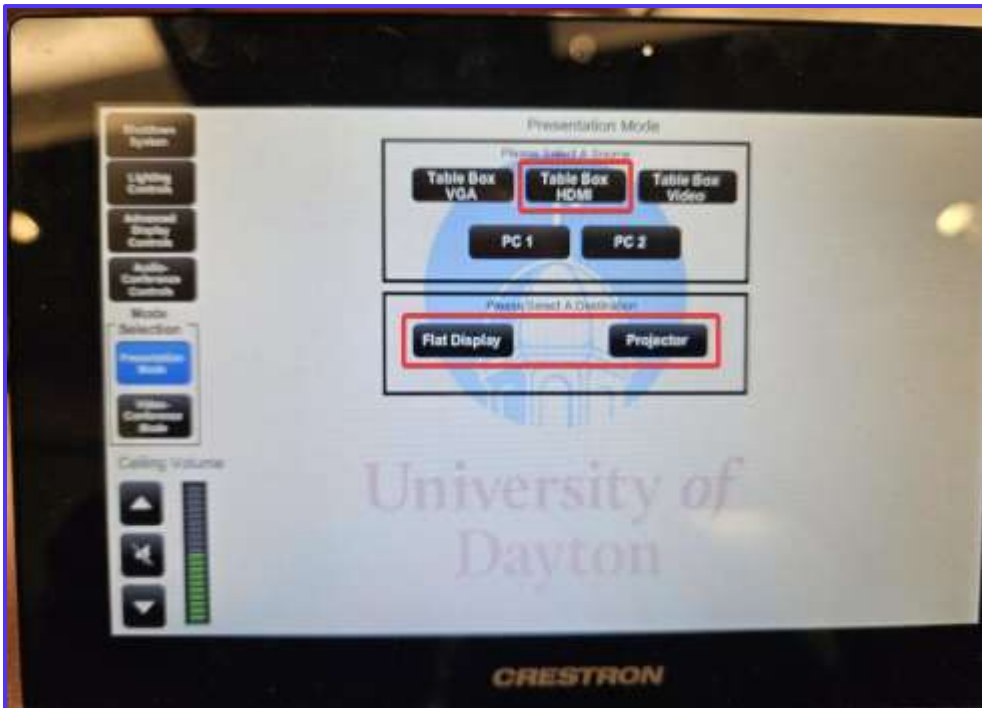


Figure 4 – Presentation Mode Screen

NOTE: It will take a moment or two for the projector screen to warm up.



Advanced Display Controls

Advanced Display Controls should only be used if you wish to use the flat panel TV to duplicate the conference room video (not recommended). The room speaker volume is accessible from the main screen.

1. From the main screen, click **Advanced Display Controls** in the upper-right corner (Fig. 5)



Figure 5 – Select Advanced Display Controls

2. The following options are available (Fig. 6):

- a. **Projector**: turns the power to the projector on and off and allows the projection screen to be raised or lowered.
- b. **Flat Display**: turns the flat screen TV on.
- c. **Ceiling Volume**: allows the room speaker volume to be adjusted up or down or mute/unmute.

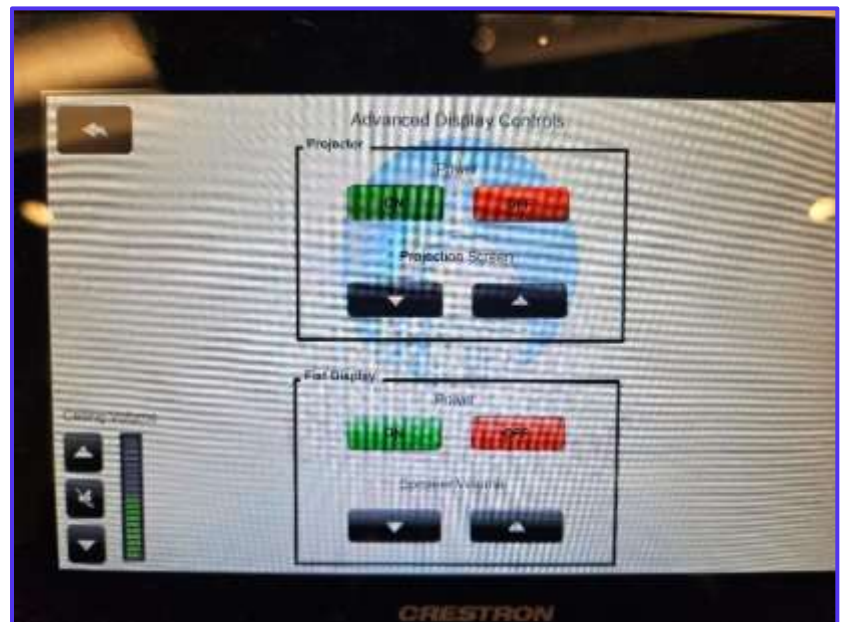


Figure 6 – Advanced Display Controls



Presentation Mode (using your own laptop)

Unless the room computer isn't working and ADV IT isn't available to reboot it in the server rack next to Amanda Nieman, we advise against using your laptop for a Zoom meeting. The video conferencing capabilities of the room will be limited if your laptop is used.

NOTE: In order to use the room speakers and video camera, you may have to run **Test Speaker and Microphone** by selecting that from the **Mute** menu accessed by clicking the up arrow ^ in the lower left corner of the Zoom window.

1. Connect the HDMI cable (Fig. 7) on the desktop to the HDMI port of your laptop (for best results, do this with your laptop powered off).



Figure 7 – HDMI Cable

2. Power on the laptop and log in as normal.
3. On the Touch panel, select **Presentation Mode** (Fig. 8)



Figure 8 – Mode Selection



4. Select **Table Box HDMI** from the *Please Select A Source* section. (Select **PC1** to use the room speakers and video. Log in to the PC with your UD username and password, when it displays. Run Zoom from that computer.)
5. Select **Projector** to project to the screen or **Flat Display** to send the video to the flat screen TV (Fig. 9)

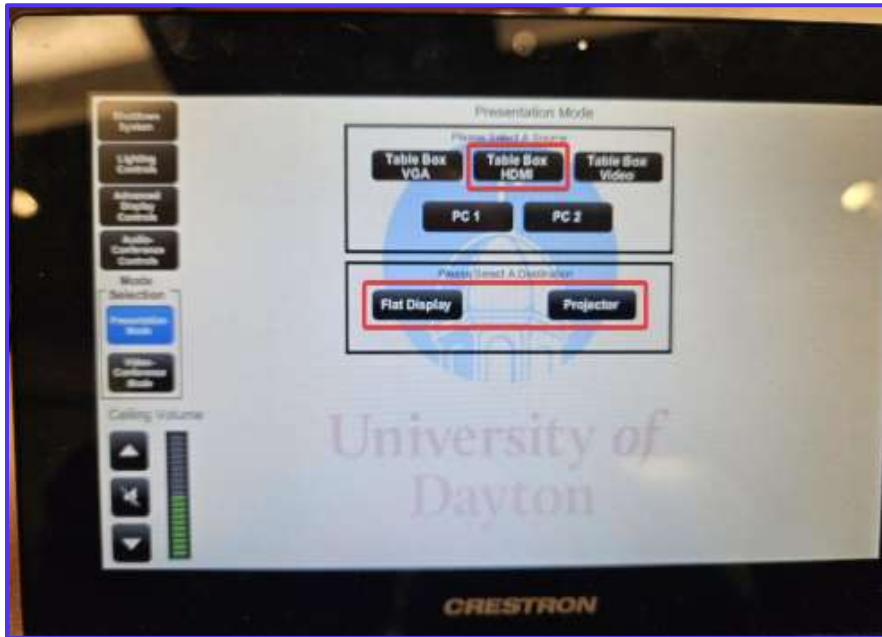


Figure 9 – Presentation Mode Screen

6. Select “Windows” + “P” key and choose **Duplicate** to duplicate your laptop screen to the projector screen. Select **Extend** to make the projector a second screen.
7. **Optional:** You may be able to point the sound for your laptop to the room speakers. Right-click the “speaker” icon (Fig. 10) in the lower-left corner of the screen.

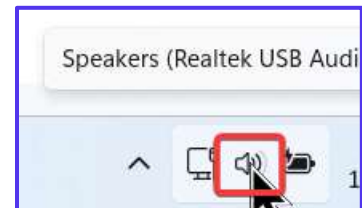


Figure 10 – Speaker Icon

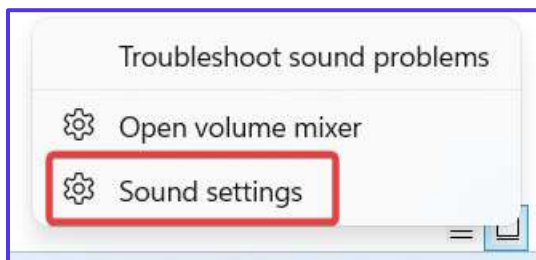


Figure 11 – Sound Settings

8. Click **Sound Settings**. (Fig. 11)

9. Under the *Output* section, select the Crestron speaker and close that screen.



System Shutdown

1. When finished in the room, log off the computer (if applicable): right-click the *Start Button* > *Shut down or sign out* > **Sign out**.
2. On the Touch panel, select **Shutdown System**. (Fig. 12)
3. Select **Yes** to confirm shutdown. (Fig. 13)



Figure 12 – Select Shutdown System

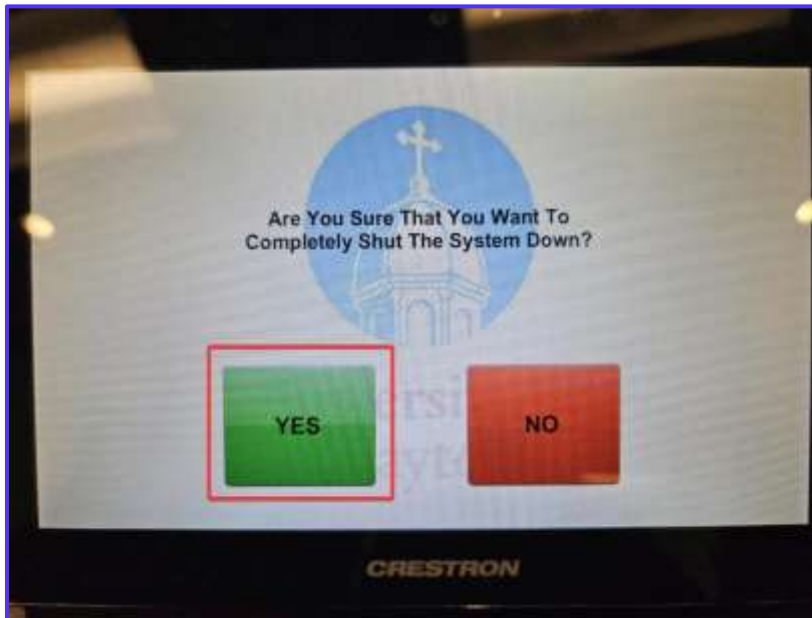


Figure 13 – Confirm System Shutdown



Troubleshooting Zoom

This section offers some helpful tips should you find Zoom is not functioning properly.

Check Your Device

- Check if the microphone, speakers, or headphones are plugged in and not muted.
- Unplug the device, then plug it back in.
- Ensure that no other applications are using the microphone at the same time.

There are two ways to join meeting audio: joining via computer or joining via telephone (not covered in this guide). Follow these sections to test your audio before or after joining a meeting.

Test Audio Settings Before a Meeting

1. Sign in to the Zoom desktop client.
2. In the top-right corner, click your profile picture, then click **Settings**.
3. Click the **Audio** tab.
4. In the **Speaker** section, click **Test Speaker** to play a test tone.
5. If you cannot hear it, select a different speaker from the drop-down menu or adjust the **Volume**.
6. In the **Microphone** section, click **Test Mic** to test your microphone.
Your audio will start recording and you will see the **Input Level** bar move when Zoom is picking up audio. The audio will play back. You can select another microphone from the menu or adjust the input level as needed.

Test Audio When Joining a Meeting

If you haven't enabled the [setting to automatically join by computer audio](#), you can test your speaker and microphone right before you enter a Zoom meeting:

1. When joining a meeting, click **Test Speaker and Microphone**.
The meeting will display a pop-up window to test your speakers.
2. If you don't hear the ringtone, use the drop-down menu or click **No, Try Another Speaker** to switch speakers until you hear the ringtone. Click **Yes** to continue to the microphone test.
3. If you don't hear an audio replay, use the drop-down menu or click **No, Try Another Microphone** to switch microphones until you hear the replay. Click **Yes** when you hear the replay.
4. Click **Join with Computer Audio** to exit the speaker and microphone test.

NOTE: During a meeting, you can also click the arrow icon next to **Mute/Unmute** in the meeting controls toolbar to choose a different speaker or microphone.



Power on the System

1. The Video Screen control is on the table. Touch the screen once and it will light up. Touch it again to get to the main menu. (Fig. 1)



Figure 1 – Power on Screen

2. Select a mode on the left-hand side under *Mode Selection*. Select **Presentation Mode** to present from a laptop or the computer. Select **Video Conference Mode** to use the phone system for video conferencing. The projector will come on and the screens will lower. Also make sure the volume is not muted and is turned up at least halfway. (Fig. 2)

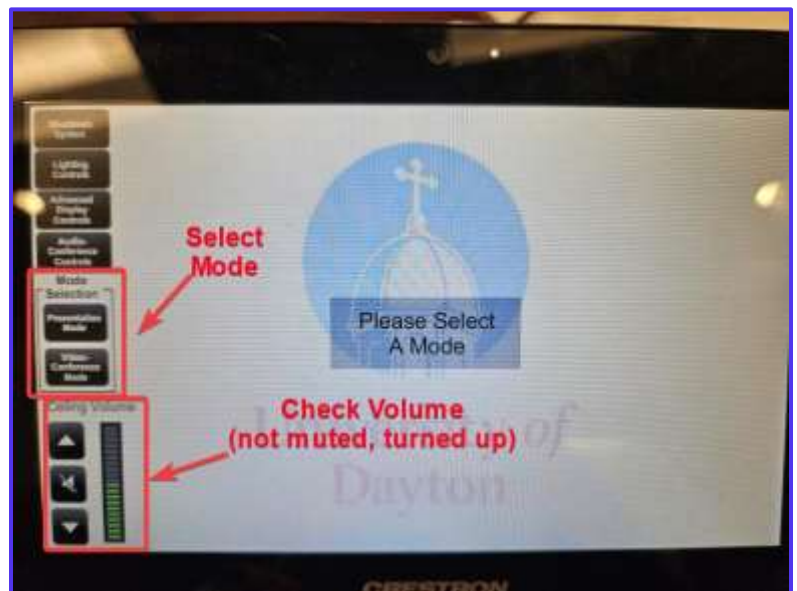


Figure 2 – Mode Selection Screen



Presentation Mode (using your own laptop)

NOTE: In order to use the room speakers and video camera, select **PC1** and instead of HDMI in step 4 below.

1. Connect the HDMI cable (Fig. 3) on the desktop to the HDMI port of your laptop (for best results, do this with your laptop powered off)



Figure 3 – HDMI Cable

2. Power on the laptop
3. On the Touchpanel, select **Presentation Mode** (Fig. 4)



Figure 4 – Mode Selection



4. Select **HDMI** from the *Please Select A Source* section (Select **PC1** to use room speakers and video. Log in to the PC with your UD username and password, when it displays. Run Zoom from that computer.)
5. Select **Projector** to project to the screen or **Flat Display** to send the video to the flat screen TV (Fig. 5)

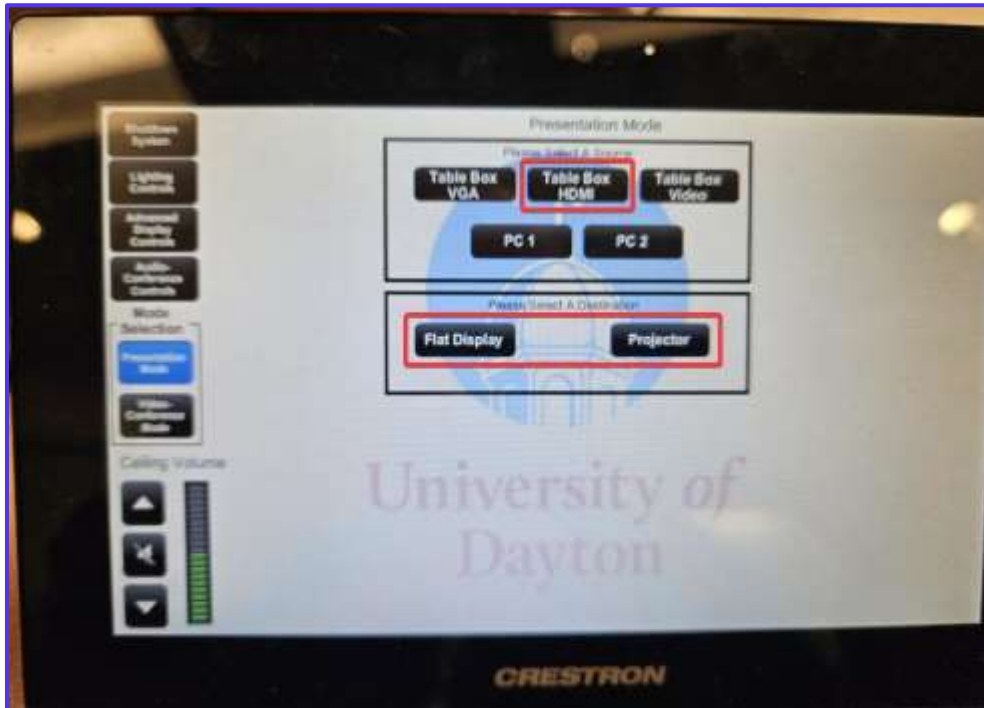


Figure 5 – Presentation Mode Screen

Conference Room Phone

1. On Touchpanel, select **Presentation Mode** (Fig. 6)



Figure 6 – Mode Selection



2. To Dial Out:
 - a. Select **Audio Conference Controls** (Fig. 7)

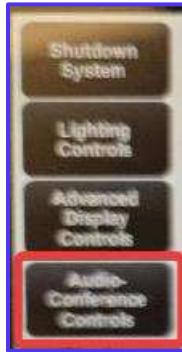


Figure 7 – Select Audio Conference Controls

- b. Enter the extension or phone number (external number requires a preceding “8”) and press **Dial** (Fig. 8)

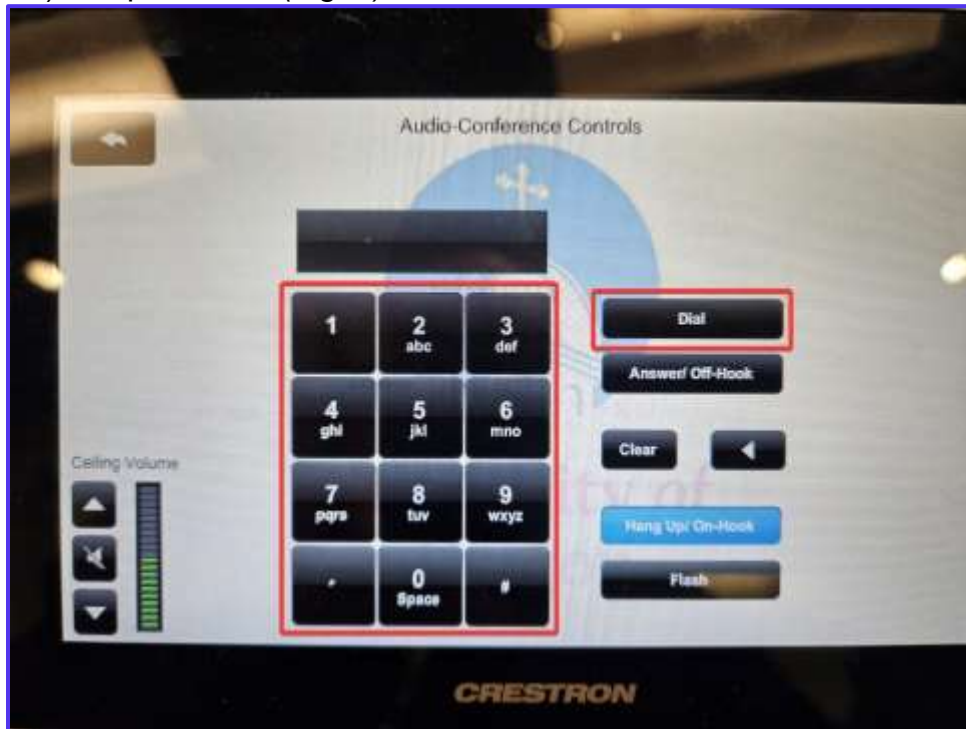


Figure 8 – Dial Out



3. To connect multiple lines (*Fig. 9*):
 - a. Connect to the first number (as Step 9, above)
 - b. Press **Flash**
 - c. Dial the next phone number/extension
 - d. Once the party answers, press **Flash** again
 - e. Repeat steps a-d as many times as necessary



Figure 9 – Dial Multiple Lines

4. To answer an incoming call:
 - a. Select **Audio Conference Controls**
 - b. Select **Answer/Off-Hook** (*Fig. 10*)



Figure 10 – Answer Incoming Call



Advanced Display Controls

1. From the main screen, click **Advanced Display Controls** in the upper-right corner (Fig. 11)



Figure 11 – Select Advanced Display Controls

2. The following options are available (Fig. 12):
 - a. **Projector**: turns the power to the projector on and off and allows the projection screen to be raised or lowered
 - b. **Flat Display**: turns the flat screen TV on and off and adjust the TV speaker volume up or down
 - c. **Ceiling Volume**: allows the room speaker volume to be adjusted up or down or mute/unmute

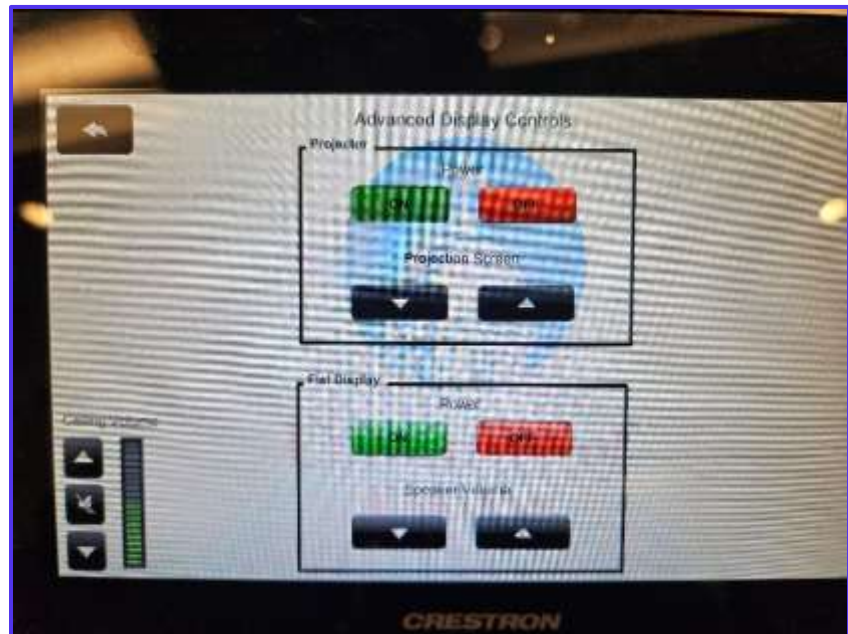


Figure 12 – Advanced Display Controls



System Shutdown

1. When finished in the room, log off the computer (if applicable) by right-clicking the Start Button > Shut down or sign out > Sign out
2. On the Touchpanel, select **Shutdown System** (Fig. 13)
3. Select **Yes** to confirm shutdown (Fig. 14)



Figure 13 – Select Shutdown System

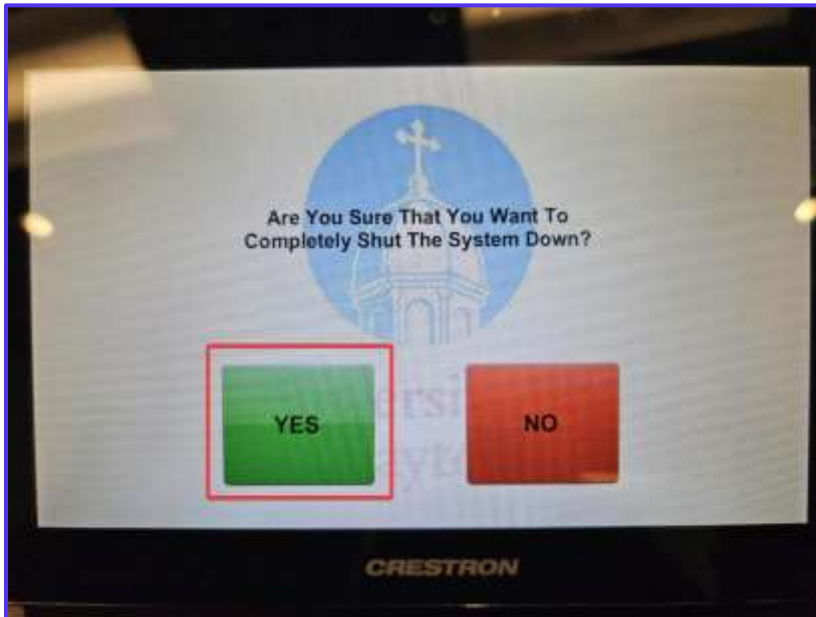


Figure 14 – Confirm System Shutdown



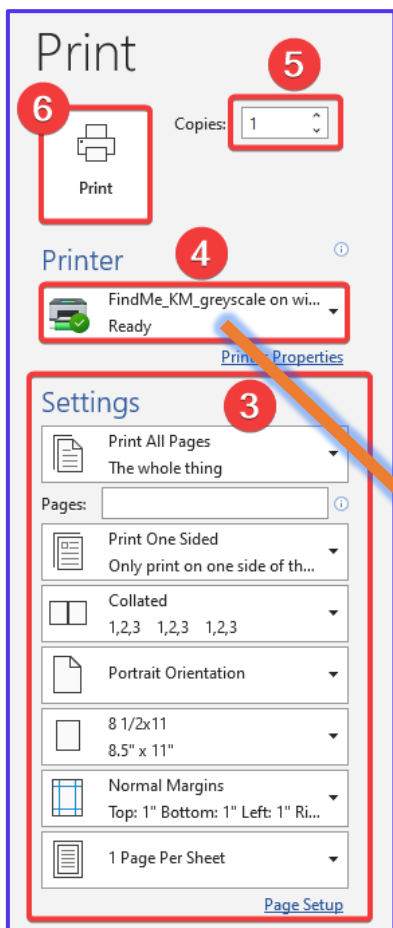
Printing

There are three printers available in Advancement. The main one is located in the room behind the reception desk (N5866). It is capable of printing color and black & white. There are two other ones located on the far side of Advancement that are only capable of black & white printing.

Once you send a job off to the printer, it is put into a queue. It doesn't matter which printer you visit, as long as you swipe your badge or know your UD login, it will print at any of the FindMe printers on campus.

The following gives a brief look at printing something in Microsoft Word.

1. From the menu of the app from which you're wanting to print, select the option to print. In this case, click the left-pointing arrow in the upper left corner of Word
2. Select **Print** from the list of options

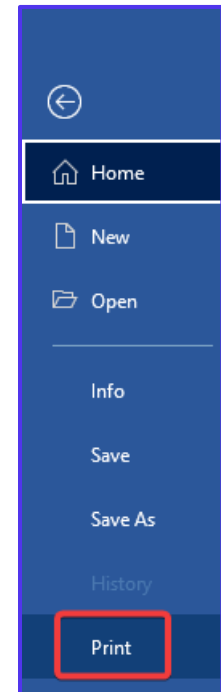
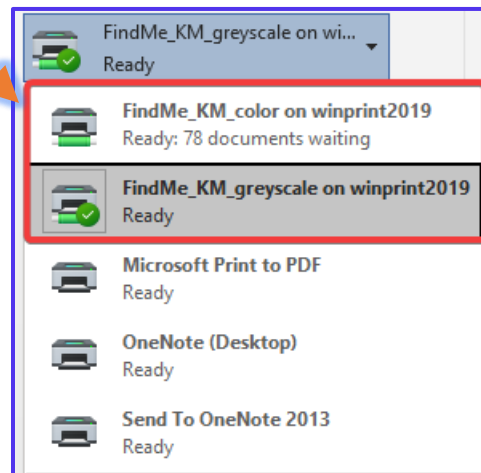


3. From the *Print* screen, choose the settings you wish to use for printing

4. Click the *Printer* drop-down and select the greyscale FindMe printer to print in black & white or select the color FindMe printer to print in color

5. Select the desired number of copies

6. Click **Print**



7. Go to the nearest FindMe printer, scan your badge

8. Place a check in the box next to the job you wish to print and tap the button in the lower right corner to print



Approvals

Version	Date	Author	Comments	Status
1.0	8/7/2023	Fremder	Document created	Final
1.1	8/28/2024	Fremder	Added Box section, updated Zoom section	Final